

SUBJECT:	<b>Potential for Partial or Complete Separation of Translucent Roof from Trailer Wall Structure</b>	TSB No:	<b>TSB-2026-001</b>
		ISSUE DATE:	<b>June 1, 2026</b>
		EFFECTIVE DATE:	<b>June 1, 2026</b>
MANUFACTURER NAME & ADDRESS:		<b>Novae LLC, 1 Novae Parkway, Markle, Indiana 46770</b>	
WMI CODE:	<b>5JW</b>	PHONE NUMBER:	<b>(260) 758-9838</b>
		CONTACT:	<b>Scott Pinkley, Director of Quality</b>

## 1. CONDITION DESCRIPTION

Certain enclosed trailers equipped with a translucent roof panel and roof perimeter sealing tape may experience partial or complete separation of the roof panel from the trailer wall structure during transport or operation.

This condition may begin at the front roof area and may progress rearward along the roof perimeter attachment area. In severe cases, portions of the roof panel may lift or separate from the trailer wall structure.

Field investigations identified that variations in roof perimeter attachment retention performance may contribute to progressive roof displacement and separation under transport or operating conditions.

This Bulletin provides inspection procedures and required actions for affected trailers.

## 2. AFFECTED PRODUCTS

This Bulletin applies only to enclosed trailers equipped with BOTH of the following:

- Translucent roof panel; and
- Roof perimeter sealing tape.

Trailers produced using the updated self-leveling sealant configuration are not affected by this Bulletin.

This Bulletin applies to the following production locations, production date ranges, and VIN ranges:

Plant Name	Location	Production Date Range	VIN Range
Middlebury	Middlebury, IN	6/17/25 - 4/1/26	5JW7E2423T7131341 - 5JW7E2827T7147262
HH4	Clarinda, IA	11/11/25 - 4/8/26	5JW9E1627TN110214 - 5JW9E1620TN148514

Not all affected trailers will exhibit the conditions described in this Bulletin. However, all affected units identified above should be inspected in accordance with this Bulletin to evaluate the roof perimeter attachment condition.

This Technical Service Bulletin is intended for use by authorized Novae dealers only. It is intended to inform authorized Novae dealers of conditions that may occur on certain trailers and to provide inspection and service procedures to service professionals in accordance with Novae service and warranty requirements. Do not assume that a condition described in this bulletin applies to every trailer within the identified production range.

### 3. INSPECTION PROCEDURE

Inspect the roof perimeter attachment area on both sides of the trailer, with additional focus on the front roof area and front corner transition areas.

Inspection should include both exterior and interior evaluation of the roof attachment condition. Inspection is not limited to visual observation only and should include physical manipulation of the roof perimeter attachment area, roof material, and roof perimeter sealing tape to identify movement, lifting, separation, or loss of attachment retention.

Inspect for any of the following conditions:

- Roof perimeter sealing tape bubbling, lifting, wrinkling, cracking, splitting, separation, or delamination;
- Exposed adhesive or adhesive displacement from beneath roof perimeter sealing tape;
- Roof lifting, bubbling, ballooning, wrinkling, tearing, cracking, displacement, or deformation of roof material;
- Visible exterior separation or gaps between roof panel and trailer wall structure along roof perimeter attachment areas;
- Loose, lifted, distorted, or displaced roof edge trim;
- Excessive interior roof displacement or abnormal roof deformation;
- Visible interior separation, gaps, or daylight intrusion at the roof-to-wall attachment interface; and
- Evidence of water intrusion originating from roof perimeter attachment areas.

Refer to **Attachment A** for examples of inspection conditions identified in this Bulletin.

Document all findings with photographs.

If any of the above conditions are identified, proceed to Section 4 – Required Action.

### 4. REQUIRED ACTION

If any condition identified during inspection is observed, document all observed conditions with photographs and submit a warranty claim through the Dealer Warranty Portal in accordance with standard warranty claim procedures. Dealers should utilize normal warranty communication channels for technical questions, claim support, and corrective action coordination related to this Bulletin.

Trailers exhibiting roof lifting, roof displacement, visible roof-to-wall separation, or loss of roof attachment retention should not be returned to service or transported until the condition can be evaluated and corrective action determined by Novae LLC can be taken.

Upon review, Novae LLC will provide direction regarding corrective action, repair authorization, field service support, return authorization, or other disposition instructions as applicable.

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## 5. DEALER CUSTOMER COMMUNICATION

This Bulletin is effective immediately upon issuance. Dealers should promptly identify affected customer-owned trailers and begin customer notification and inspection coordination activities in accordance with this Bulletin as soon as practicable.

Prior to transport, customers should be instructed to visually inspect the roof perimeter attachment area for signs of roof lifting, roof displacement, visible roof-to-wall separation, gaps, or any other abnormal roof conditions.

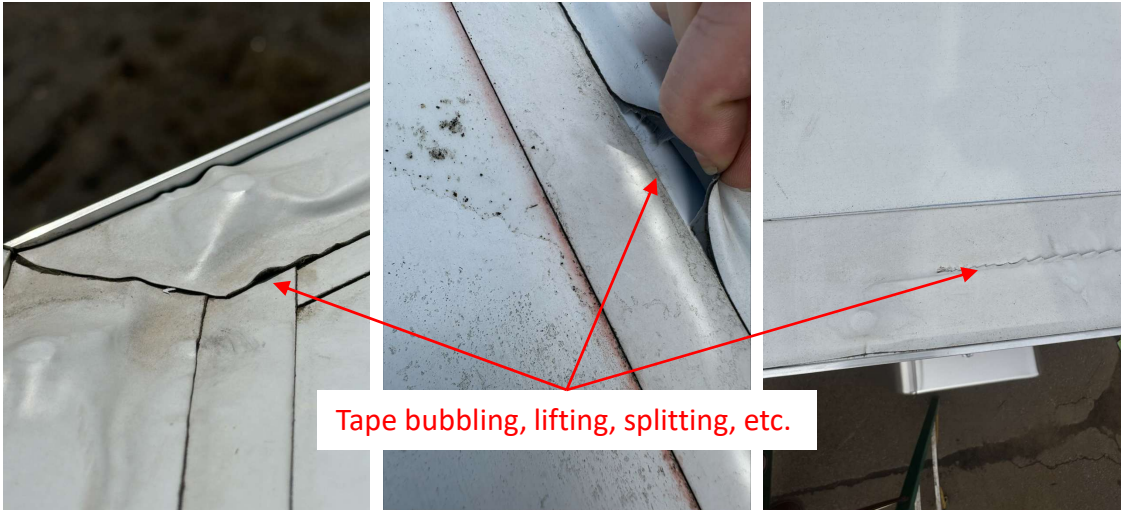
If the customer reports visible roof lifting, roof displacement, roof separation, or other conditions indicating potential loss of roof attachment retention, the trailer should not be transported until the condition can be evaluated and disposition instructions are provided by Novae LLC.

Dealers may request photographs from customers prior to transport to assist with preliminary condition evaluation and determination of next steps.

**Attachment B** contains the customer communication template to be used by dealers when contacting affected customers.

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**ATTACHMENT A - Inspection Reference Photos and Examples**



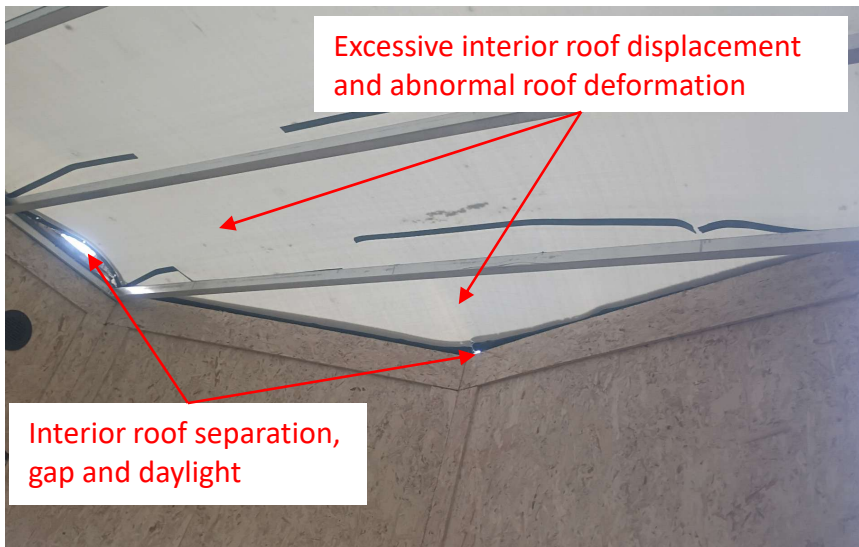
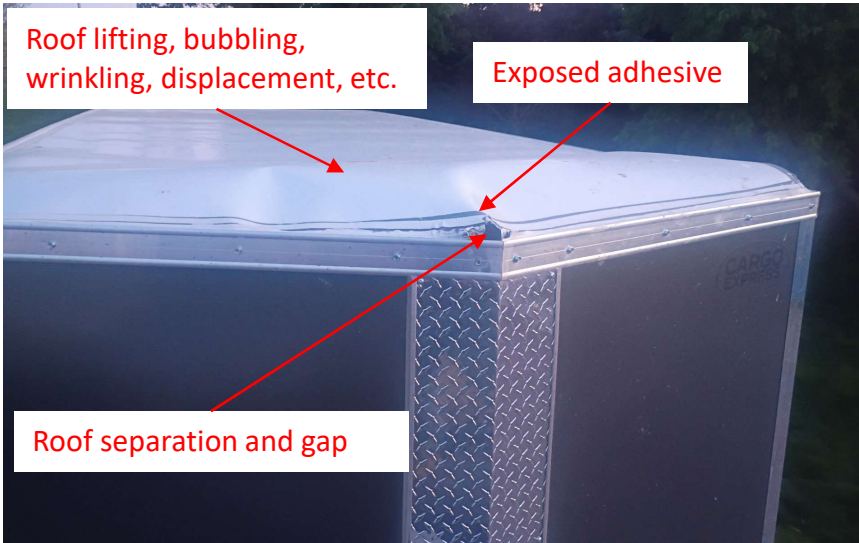
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**ATTACHMENT A - Inspection Reference Photos and Examples (Continued)**



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**ATTACHMENT A - Inspection Reference Photos and Examples (Continued)**



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## ATTACHMENT B - Customer Communication Template

Subject: Important Inspection Request for Your Trailer Roof Attachment System

Dear Customer,

Our records indicate that your trailer may be affected by a condition involving the roof perimeter attachment system and should be inspected by an authorized Novae dealer.

Prior to operating or transporting the trailer, please visually inspect the roof perimeter attachment area for any of the following conditions:

- Roof lifting or bubbling;
- Visible gaps or separation between the roof and trailer wall;
- Loose or lifted roof edge trim;
- Wrinkling, cracking, tearing, or displacement of roof material;
- Roof perimeter tape lifting, separation, bubbling, or cracking;
- Visible daylight or gaps at the interior roof-to-wall attachment area; and any
- Evidence of water intrusion near the roof perimeter.

If any of the above conditions are observed or suspected, do not transport or operate the trailer until the condition can be evaluated further. Please contact your dealer immediately and provide photographs of the observed condition so that appropriate next steps can be determined.

If no abnormal conditions are observed, please contact your dealer to coordinate inspection of the trailer.

Thank you for your prompt attention and cooperation.

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