

Loose Wheel Lug Nuts: Draft Owner Letter

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



This notice applies to your vehicle 56ZL1U [REDACTED]

Safety Recall: Loose Wheel Lug Nuts

Vehicles Affected: SLT 750, MTT 750, FST 750, SLT 990, MTT 990, FST 990 purchased since March 2019

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V364

Dear Thundercreek Trailer Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. LDJ Manufacturing, Inc. has decided that a defect could exist which relates to motor vehicle safety exists in certain SLT 750, MTT 750, FST 750, SLT 990, MTT 990, and FST 990 trailers.

What is the concern?

A trailer maintenance concern has been identified with lug nuts loosening from aluminum rims on tires used on these trailers after a short period of time. Some trailers have been experiencing loosening lug nuts with a risk of the wheels loosening which could cause the wheels to come off of these trailers. If repairs are not made, the issue can cause a crash without warning. LDJ Manufacturing, Inc. recommends that owners not operate the trailer until the necessary repair has been performed.

What will LDJ Manufacturing, Inc. and your authorized LDJ Manufacturing, Inc. trailer dealer do?

LDJ Manufacturing, Inc. is carrying out a recall on the trailers mentioned above. An authorized LDJ Manufacturing, Inc. trailer dealer will ensure that lug nuts on these wheels are torqued to the correct specifications. There will be no charge for this repair under this program.

What should you do?

LDJ Manufacturing, Inc. will remedy the issue without charge to the owner of the trailer. To have you trailer repaired, contact the dealer where the trailer was purchased, inform them that you received a copy of this notice, provide your vehicle identification number (VIN), and request a service date to complete the work required under this recall.

If repairs need to be made through service facilities other than the dealer where the trailer was purchased, please contact Ryan Baarda, whose contact information is located at the end of this letter, who will provide a technical service bulletin to the service facility conducting the repairs with instructions describing the modifications needed to correct the issue and reimbursement instructions for the repairs required.

How long will it take?

Repairs for impacted trailers are available immediately as no new parts are needed to make the repairs. Repairs will be reimbursed for up to .5 hours of labor per trailer being corrected.

What if you have already paid to have repairs completed at another location?

If you have paid to have your trailer repaired prior to receiving this letter, you may be eligible for reimbursement through LDJ Manufacturing, Inc.'s program for reimbursing pre-notification remedies for repairs related to this issue. For more information, please reach out to Ryan Baarda for information on how you can be reimbursed for repairs you have paid out to remedy these matters. Prior repairs will be reimbursed for up to .5 hours of labor per trailer being corrected.

Attention Leasing Agencies:

If you are the owner of a trailer who is leasing the trailer to another individual using the trailer, federal regulations require that any vehicle lessor receiving this notice must forward a copy of the Owner Letter to the vehicle lessee within ten days.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized LDJ Manufacturing, Inc. dealer for assistance. If you have any queries or concerns that your local dealer cannot address, please contact Customer Product Support and Quality Inspector Ryan Baarda at: 866.535.7667 toll-free or 641.620.4037 direct, or email ryanb@thundercreek.com.

If you have the need to contact LDJ by mail, please use the following address:

LDJ Manufacturing, Inc.
ATTN: Ryan Baarda
1833 IA-163
Pella, IA 50219

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Sincerely,

Ryan Baarda
Product Support & Quality Inspector