



June X, 2021

IMPORTANT SAFETY RECALL NOTICE #21V-269

OWNER ADDRESS

Attention: Mr. XX

Re: Defect Information Report by Manac Inc. ("Manac") - NHTSA ID #21V-269
Defect in Dexter Smart-Steer 2.0 Self-Steer Axle

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Manac inc. ("Manac") is recalling certain 2018-2019 Steel Platforms (10450A140), 2019 Transfer Trailer (36453C038), and 2019 Square Dump Trailer (41336B739). The steer arm bolts may break, allowing the steer arm to detach from the steering knuckle. Following receipt of a notice of safety recall from his supplier Dexter Trailer Products of Canada Corporation ("Dexter") in connection with the Dexter Smart-Steer 2.0 self-steer axle, Manac, has determined that a defective part which relates to motor vehicle safety exists in certain trailers registered in the United States of America and all of which were manufactured in Saint-Georges, Quebec (Canada) (the "Affected Units").

! IMPORTANT !

- One or more of your Manac® trailers are being recalled.
- Please contact the nearest Dexter authorized facility, see attached list, as soon as possible to coordinate the correction of your unit(s).

SEE APPENDIX A FOR THE LIST OF YOUR AFFECTED UNIT(S)

Description of defects and risk to motor vehicle safety:

Manac extend a voluntary safety recall campaign involving the Dexter Smart-Steer 2.0 self-steer axle which was manufactured by Dexter. Under certain heavy loading conditions, the bolts attaching the steer arm to the knuckle can potentially shear. If this condition occurs, the steer arm will detach from the knuckle on the affected side and potentially drag along the ground. In some cases, the sheared section of the steer arm bolt will dislodge from the steer arm and fall to the ground therefore increasing the risk of cargo damage or loss, crash, property damage or loss, bodily injury, and death. According to the notice received from Dexter, at no time will the vehicle and the trailer become uncontrollable and the operator will be able to safely operate until they can secure the axle under the Affected Unit(s).

Precautions you should take:

Owners / operators should immediately proceed with a visual inspection of their Affected Units to ensure that the self-steering axles and their components are in good condition. In the event that the



visual inspection shows that one or more axle(s) components are damaged, weakened, bent, loose, missing, or showing signs of wear, tear, or other breakage or damage, you should refrain from operating your unit and communicate immediately with the nearest Dexter authorized facility to make the appropriate corrections. We strongly suggest that owners / operators perform such an inspection on their Affected Units on a regular basis until the correction has been made by a Dexter authorized facility.

Remedial actions/measures:

The correction, which is outlined in the Service Bulletin SB009R, must be performed at a Dexter authorized facility by a qualified welder. Please contact the nearest Dexter authorized facility to make arrangements for the correction of your Affected Unit(s) in a repair facility suitable to your operating region. Dexter will consider authorizing additional facilities if there is none in your area. Dexter authorized facilities will weld the steering arm to the knuckle. Dexter is conducting a voluntary safety recall at no charge to the owners.

If you are the lessor of the Affected Unit(s), please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you are no longer the owner of the Affected Unit(s), please provide Manac with the contact information of the current owner(s) as soon as possible.

If you have already paid to have your trailers repaired in relation to the present recall, you may be eligible for reimbursement of the charges you paid for the correction. Please contact Dexter for further information.

If the authorized facility has failed or is unable to remedy the defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590; or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to: <https://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but safety is our first concern.

Please do not hesitate to contact Phil Schnurr from Dexter at 1 (226) 242-5345 or via recallsb009r@dexteraxle.com if you have any questions regarding the foregoing or with Hans Lavoie from Manac at 1-800-361-7900 or via email at: Hans.lavoie@manac.com.

Sincerely,

MANAC INC.
WARRANTY DEPARTMENT

Attached documents:
List of Dexter authorized facilities
Service Bulletin SB009R



APPENDIX A

LIST OF VIN NUMBERS FOR MANAC® TRAILERS AFFECTED NHTSA ID #21V-269

The VIN numbers of your Affected Unit(s) involved in the recall are the following:

Approved Facilities for PB009R Steering Arm Repairs

CANADA

NEW BRUNSWICK

Trans East Trailers

Contact:	Jim Mullett	368 Urquhart Ave
Tel:	506.854.2225	Moncton, NB E1H 2R6

Valley Equipment

Contact:	John Lawrence	289 McLean Ave
Tel:	506.375.3827	Hartland, NB E7P 2K7

NOVA SCOTIA

East Coast International

Contact:	Kevin Ball	1 Morris Drive
Tel:	902.468.7160	Dartmouth, NS B3B 1K7

East Coast International

Contact:	Kevin Ball	30 Chief Joseph Julien Court
Tel:	902.895.0507	Millbrook, NS B6L 2H3

ONTARIO

Central Equipment Sales and Service

Contact: Nick Eveley 380 Grays Rd
Tel: 905.667.8306 Hamilton, ON
L8E 4H6

IRS Truck and Trailer Repair

Contact: Bob Dawson 344 Fruitland Rd
Tel: 905.643.8200 Stoney Creek, ON
L8E 5M8

MANAC

Contact: Chris Sleczkowski 130 Belfield Rd
Tel: 416.240.0559 Etobicoke, ON
M9W 1G1

Sudbury Truck & Trailer Center Inc

Contact: Walter Schroder 902 Newgate Ave
Tel: 705.673.3613 Sudbury, ON
P3A 5J9

Tankmart

Contact: Johnathan Ransom 4420 South Service Rd
Tel: 905.465.1355 Burlington, ON

Transit Trailer LTD

Contact: Gord Mc Leod

Tel: 519.748.5129

70 Adam Ferrie Rd

Kitchener ON

N2E 2A9

Whelan Truck Repair Inc

Contact: Ryan Whelan

Tel: 613.831.7677

158 Cardevco Rd

Carp, ON

K0A1LO

QUEBEC

Camion Remorque Revan Inc

Contact: Roland

Tel: 418.837.2473

900 Rue des Calfats

Levis, QC

G6Y 9E6

Centre du Camion Mabo

Contact: Heidi Gagné

Tel: 819.768.2008

1907, boul. Rideau

Rouyn-Noranda, QC

J0Z 1Y1

Centre du Camion Mabo

Contact: Christian Morissette

Tel: 819.825.8995

3100 blvd Jean-Jacques Cossette

Val-d'Or, QC

J9P 6Y6

Centre du Camion ProCam

Contact: Félicia Gagnon

Tel: 418.693.0123

160 Rue des Routiers

Chicoutimi, QC

G7H 5B1

Le Centre Routier 1994

Contact: Daniel Boucher

Tel: 418 862-7231

375 Rue Témiscouata,

Rivières-du-Loup, QC

G5R 3Z5

Pierquip

Contact: Mathieu Michaud

Tel: 450.438.6400

16079 Boul cure' Labelle

RTE 117

Mirabel, QC

J7J 2G6

Garage Gilles Roy

Contact: Francois Fortin

Tel: 418.228.2235

10800 Boulevard Lacroix

St. Georges, QC

G5Y 1K3

Ressorts Maska

Contact: Jean-Marc Chevrette

Tel: 450.774.7511

2890 Boulevard Laurier EST

Saint-Hyacinthe, QC

J2R 1P8

Service Remtec

Contact: Francois Martel
Tel: 514.642.6020

3560 39e Ave
Montreal, QC
H1A 3V1

Techno Diesel

Contact: Patrick St-Aubin
Tel: 450.759.3709;
option#3

1260 Chemin des Prairies
Joliette, QC
J6E 0L4

UNITED STATES

All branch of STS Trailer & Truck Equipment

Locations



Syracuse, NY

[Get Directions](#)

Corporate Headquarters

Address

3496 Court St.
Syracuse, NY 13206

Hours

8:00am - 5:00pm Monday - Friday

Contact Us

Phone: (315) 437-5406
Toll Free: (800) 836-7400
Fax: (315) 437-5615

[Email Us](#)



Rochester, NY

[Get Directions](#)

Address

20 Transport Drive
Rochester, NY 14623

Hours

8:00am - 4:30pm Monday - Friday

Contact Us

Phone: (585) 235-4500
Toll Free: (800) 477-7417
Fax: 585-321-1201

[Email Us](#)



Buffalo, NY

[Get Directions](#)

Address

6495 Transit Road
Bowmansville, NY 14026

Mailing Address

P.O. Box 414
Depew, NY 14043

Hours

8:00am - 5:00pm Monday - Friday

Contact Us

Phone: (716) 683-2250
Toll Free: (800) 444-7417
Fax: 716-683-2258

[Email Us](#)



Albany, NY

[Get Directions](#)

Address

1912 Central Avenue
Albany, NY 12205

Hours

8:00am - 4:30pm Monday - Friday

Contact Us

Phone: (518) 713-2170
Toll Free: (877) 808-9808
Fax: (518) 713-2177

[Email Us](#)