



IMPORTANT SAFETY RECALL

This notice applies to your motor vehicle equipment

VIN 58CB1T



Date: September 10, 2021

Safety Recall Number: 21V505

Subject: 2021 and 2022 BWISE Trailers, Multiple Models

Dear BWISE Trailer Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BWISE Manufacturing, LLC (BWISE), has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 and 2022 BWISE Trailers. Based on information supplied by the Wallace Forge Company as part of NHTSA Recall 21E-051 excessive play in the coupler in extreme conditions could cause the trailer to become uncoupled, increasing the risk of personal injury or property damage.

Your trailer has been identified as one that is included in this recall. You are advised **not to use the trailer for any purpose and to immediately contact BWISE for the authorized BWISE dealer closest to you. You can schedule the required inspection and potential coupler replacement (only performed if the inspection fails) once you have been provided with the authorized dealer information.** Please contact **BWISE Warranty Team by phone at (717) 261-0922 OPT 2; or by email at recall@bwisemfg.com immediately.**

The defect will be remedied by your authorized BWISE dealer or representative by inspecting the coupler. If the inspection fails (i.e., there is excessive play in the coupler) the dealer will replace the coupler. The inspection will take approximately 5 minutes to perform and if the inspection fails, the coupler will be replaced, which will take about 0.25 hour to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To make the appointment to schedule the necessary inspection and potential coupler replacement, **which will be performed at no charge to you**, please do the following:

Call BWISE Manufacturing, LLC **at (717) 261-0922 OPT 2; or by email at recall@bwisemfg.com** for the location of your closest BWISE dealer, or authorized representative, who will perform the inspection and potential coupler replacement. You should call the same number if you have any problem obtaining the needed repair. **DO NOT USE THE TRAILER FOR ANY PURPOSE.**



If you had the coupler replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact BWISE at (717) 261-0922 OPT 2; or by email at recall@bwisemfg.com

Upon completion of the necessary inspection and potential coupler replacement, the dealer or BWISE authorized representative will notify BWISE Manufacturing, LLC that your trailer has been inspected and if it required the coupler to be replaced or not.

If you no longer own the subject trailer, please provide BWISE with the new owner's information (if known), either by mail to the address listed above, via email recall@bwisemfg.com. If the new owner information is unknown, simply notify BWISE that you no longer own the subject trailer.

If you believe that BWISE Manufacturing, LLC has failed or is unable to remedy the potential defect without charge within a reasonable time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 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>

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience, which this action may cause you. This program is being carried out to ensure your safety.

Your prompt attention to this important matter is appreciated.

Sincerely,
BWISE Manufacturing, LLC