

IMPORTANT SAFETY RECALL 16V-952

This notice applies to your generator, (insert SN for generator)

Date: February 9th, 2017

Subject: QP Series Product Recall



Date of Manufacturer

Dear Owner:

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

As a valued customer of Southwest Products (SWP) you are receiving this letter to notify you that SWP has decided that a defect which relates to motor vehicle safety exists in certain model year 2013-2016 QP 25/35/45/50 trailer-mounted generator sets. These generators were manufactured from the dates of January 8th, 2013 through November 30th, 2016.

The attached Product Safety Recall Notice highlights the potential for product failure, along with the associated risks. In an extreme failure scenario, the possibility exists that the generator could separate from the tow vehicle, affecting the towing stability of the unit and posing a risk of injury or death.

Subject can be identified by the Date of Manufacture, located on the Serial Number plate mounted at the forward facing area of the base structure.

Affected Models/Model Years:

Model: QP25 / Date of Manufacturer: 2013-2016

Model: QP35 / Date of Manufacturer: 2013-2016

Model: QP45 / Date of Manufacturer: 2014-2016

Model: QP50 / Date of Manufacturer: 2014-2016

The defects center around the junction area between the trailer tongue and base structure, which may separate due to bending, weld separation and/or bolt shearing. This can reduce the road going and structural integrity of the unit.



← Defect Area

As part of our remedy for this Product Recall SWP will replace the entire trailer assembly at no charge. The estimated time of the repair is six hours. If you have experienced a failure of the junction area between the trailer tongue and base tank structure and repaired the failure prior to the receipt of this recall notice, please contact SWP customer service at 1-602-269-3581 for a review of the repairs, along with your charges to obtain reimbursement.

If you no longer own this trailer, please contact SWP to provide the new owner information. SWP will then contact the new owner. If you are the lessor of this generator, please forward a copy of this notice to the lessee within 10 days to comply with federal regulations.

If after having attempted to take advantage of this recall you believe you have not been able to have your issue 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>.

Your safety is paramount, and we are committed to rectifying the situation quickly, with minimal disturbance to your business.

Sincerely,

Southwest Products