

These instructions should be kept with this box!!

In this procedure we explain how to identify and (if necessary) how to exchange of the SAF-Holland King pin, which are probably fitted in Tridec's steering systems.

King pin identification procedure:

Regarding batch number:

J72X 10/07 J97X 02/08
J72X 11/07 J24X 05/08
J41X 11/07 J24X 06/08
J97X 11/07 J24X 07/08
J72X 12/07 J97X 01/08
J72X 01/08

ALL SAF-Holland type 'X'
must be exchanged!



If the checked King pin is **NOT** affected according to the batch numbers above, then the King pin should **NOT** be exchanged. Then, please inform Tridec with the following information (via email GAF@tridec.nl or by filling in the sticker and label (see below at 2d.)):

- **King pin number** (ex. K08-09/07) of the King pin that is still under the trailer
- **Tridec serial number** (ex. 12345-1-101), see below at 4.I
- **Chassis number** of the trailer

Return the un-used King pin as written down in "Procedure for returning the King pin box" (next page).

If the King pin really **is** affected according to the batch numbers above, please proceed as follows:

King pin replacement procedure:

- 1 **KEEP THIS BOX!!!** This box is needed for the return shipment of the defective King pin!!!
- 2 In the box you will find:
 - a. A new SAF-Holland King pin for the exchange.
 - b. A plastic bag containing 8 bolts
 - c. One leaflet "**Replacement of the King pin**" (inside the box)
 - d. A plastic envelope attached to the outside of the box containing:
 - The procedure in front of you
 - 3 stickers (A to C)
 - 1 cardboard label
 - 1 tie-wrap
 - Envelope with TNT-dispatch note and "Multiple Piece" sticker
- 3 Please follow the instructions "**Replacement of the King pin**" to replace the defective King pin.
- 4 Write the serial number and chassis number on sticker A:
 - I. The Tridec **Serial number** that is engraved in the blue tag which can be found either on the steered axle frame or hammered in on the fifth wheel unit at the front of the trailer.



example of a "Tridec Serial Number": 12345-1-101

- II. Don't forget to put the **Chassis number** of the trailer on label A.
- 5 Attach sticker A to the cardboard label and secure the label onto the original (replaced) King pin using the enclosed tie-wrap for identification purposes. The numbers on the label are crucial for the completion of the recall.
 - 6 Put the defective King pin in the box and make sure the box is well sealed.

Procedure for returning the King pin box:

- 1 Please put the enclosed address label C on the box.
- 2 In case you have received multiple boxes, please try to bundle as many as possible for the return shipment. Each King pin still needs to be tagged (and wrapped) individually per box!
- 3 Fill in TNT-dispatch note (5 steps, see picture / example below):

1. Fill in your name and address

2. Fill in the number corresponding with the kingpin sticker (e.g.: 3373-1)

3. Fill in the number of boxes

4. Fill in the weight in TOTAL (all boxes) (1 box = 6,7 kg)

5. Fill in the dimensions in TOTAL (all boxes)

1. Sender's Account Number
Invoice to Receiver
Cross box and provide receiver's account number → or call Customer Service for correct account details
SENDER LIABLE FOR UNPAID CHARGES
2 5 7 9 8 4

3. Customer Reference (Information you would like on the invoice that you receive from TNT)
RMA:

4. From (Collection Address)
Name:
Address:
City: Postal / Zip Code:
Province/Region: Country: NETHERLANDS
Contact Name: Tel. No. (mandatory):

5. To (Receiver)
Name: TRIDEC B. V.
Address: EKKERSRIJT 6030
WE CANNOT DELIVER TO P.O. BOX NUMBERS
City: SON Postal / Zip Code: 5692 GA
Province/Region: Country: NETHERLANDS
Contact Name: DHR E. BAYGIN Tel. No. (mandatory): 491050

6. Delivery Address (if different from receiver's address above)
Name:
Address:
WE CANNOT DELIVER TO P.O. BOX NUMBERS
City: Postal / Zip Code:
Province/Region: Country:
Contact Name: Tel. No. (mandatory):

7. Dangerous Goods (Cross correct box)
Does this consignment contain any dangerous goods? Yes No
If yes, please call our Customer Service at 0800-1134

8a. Services (Cross one box only to select a service)
International Documents Non-Documents Domestic
Special Express 9:00 Express 10:00 Express 12:00 Express Economy Express
12:00 Economy Express Economy Express

8b. Options (Cross boxes)
Priority Saturday Delivery Insurance

9. Special Delivery Instructions (Reserved for your instructions, if required)

10. Goods Descriptions (if dutiable please complete section 1)
General Description Number of Packages Weight (Kilos Grams) Dimensions (Length Width Height)
RECALL KINGPIN
Kilos Grams Cm Cm Cm
Kilos Grams Cm Cm Cm
Kilos Grams Cm Cm Cm
Total Kilos Grams
Consignment subject to volumetric measurement. Please refer to www.tntexpress.nl

11. Dutiable Shipment Details (Complete for dutiable consignments)
Receiver's VAT / TVA / BTW / MWST No.
Currency: Metric value of dutiable

- 4 Stick the TNT-envelope with the dispatch note on the box.
- 5 If you send more than one box, please follow the next procedure:



- Stick on every box that goes with this shipment a so called "TNT Multiple Piece" sticker (see example alongside)
- Write down how many boxes you send with the right sequence number (e.g. **(Pce NBR):** 3 **OF** 4 **(Pces)**)
- Fill in at **C/N NBR** the number that is written down beneath the barcode (e.g. GD 924 975 704 WW)

So within every shipment there is 1 dispatch note. The rest of the boxes (if necessary) have a "TNT Multiple Piece" sticker.

- 6 Call your local TNT department (see below per country) and mention Tridec's Account Number **257 984:**

| | | | |
|--------------------------|------------------------------|---------------------|------------------------|
| Austria: 05 77 00 77 | Belgium: 070 233 633 | Denmark: 70 10 1180 | France: 0300 188 800 |
| Germany: 018 05 900900 | Ireland: 1800 400 600 | Italy: 199 803 868 | Netherlands: 0800 1234 |
| Norway: 810 00 810 | Portugal: 707 100 868 | Spain: 902 111 868 | Sweden: 020 960 960 |
| Switzerland: 0800 555555 | United Kingdom: 0800 100 600 | | |

Next, give sticker B and the "Invoicing Procedure" to your accounting department for invoicing purposes in case of you had to exchange the King pin.

“Invoicing Procedure” for the accounting department:

- 1 Parts (King pins) were delivered “free of charge” for exchange purposes.
- 2 The maximum reimbursement set by SAF-Holland (manufacturer of the king pins) for labour costs to exchange the send king pins is £ 48,35 per King pin (= maximum 45 minutes).
- 3 Only after receiving the defective (labelled) King pin(s) and your invoice we will pay the reimbursements. Therefore labelling and returning the defective King pin is very important!
The invoice sent to us for reimbursements has to contain the following information:
 - a. The number of replaced King pins for £ 0,00 per piece
 - b. The labour costs (as mentioned above in point 2)
 - c. The sticker(s) B with the number matching the returned King pin(s) stuck on the invoice
(Note: one invoice can be for multiple exchanges, so just add as many stickers as you made exchanges to the invoice!)
 - d. Address the invoice to:
Tridec B.V., Project Pin, Ekkersrijt 6030, 5692 GA Son, The Netherlands.

Procedure payment of the labour costs:

TRIDEC will pay your invoice when the following terms are met:

- a. The exchanged King pin is returned to the address indicated by Tridec (on the enclosed address labels) and ultimately received by Tridec.
- b. The invoice is sent to and received by Tridec.

Note: Keep the **shipping confirmation** so you can validate your shipment to Tridec, just in case.

Thank you very much for your cooperation!