



TECHNICAL SERVICE BULLETIN

Technical Service Bulletin Number- TSB0011

Date-02/14/2020

Item, Unit or Assembly Affected- Some Shift-N-Step Units

Serial Numbers Affected- SNS570413, SNS5770412, SNS5770414, SNS5770415, SNS5770416, SNS5770417, SNS5770418, SNS5770419, SNS5770420, SNS5770421, SNS5770422, SNS5770423, SNS5770424, SNS5770425, SNS5770426, SNS5770427

Reason for Bulletin- Possible Installation of incorrect rivet nuts into Shift-N-Step Base. Some Shift-N-Step units were assembled using the incorrect rivet nuts. Before installing any Shift-N-Step unit, carefully inspect the bottom side. There are 38, ¼-20 Flat Head Socket Cap Screws that attach the Top Plate to the Base Assembly (typical as shown below).

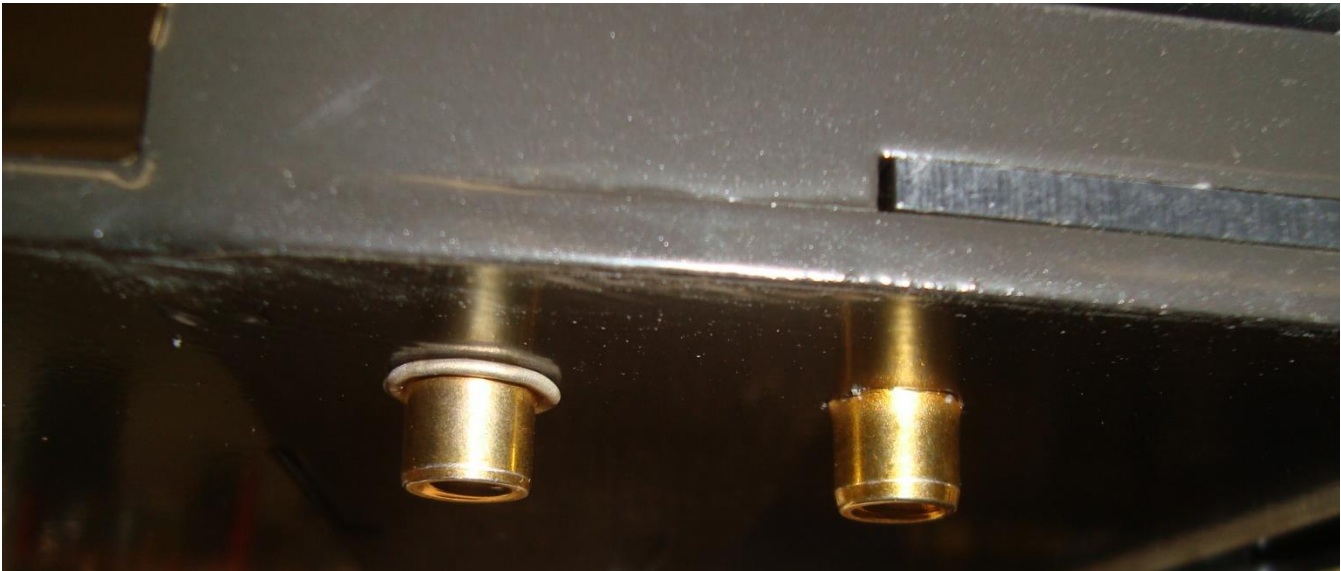


The Base Assembly contains 38 corresponding rivet nuts. If the incorrect rivet nut was installed, there is a possibility that the bolt could extract the rivet nut out of the bottom plate, resulting in a failed connection.

Action Required- DO NOT INSTALL ANY SHIFT-N-STEP UNIT UNTIL CHECKED FOR THIS DEFECT. Carefully inspect the bottom side of the Shift-N-Step Base at ALL 38 locations.



The correct rivet nuts will show an obvious “ring” at the underside of the plate where the riveting expansion process (“mushroom”) has occurred (as shown on the left side in the photo below). This is correct and normal. If there is NO “ring” (mushrooming) visible, this indicates an INCORRECT rivet nut at that location (as shown on the right side in the photo below).



If even just one of these incorrect rivet nuts has occurred on the Base, **DO NOT INSTALL THE SHIFT-N-STEP and DO NOT attempt a repair. Contact AbiliTrax Immediately. The defective units MUST BE returned for repair by AbiliTrax ONLY.**

A replacement unit will be provided as soon as possible.

Safety Issue? YES