



IMPORTANT SAFETY RECALL

19V-760

November 26, 2019



This notice applies to your vehicle, VIN: 1S9BU10[REDACTED].

Dear [REDACTED],

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southern Pride Distributing, LLC has decided that a defect which relates to motor vehicle safety exists in certain 2019 model year rail trailers sold in June, July and August of 2019.

As the owner of a Southern Pride smoker on a rail trailer, your satisfaction with our product is very important to us. This letter is to make you aware that certain 2019 model year rail trailers sold in June, July and August of 2019, may have shorter safety chains than intended. The safety chains should be 31" in length from end-to-end (including the hook). On the affected trailers, the safety chains are 25" in length. The shorter safety chains may not be sufficient in length to reach the attachment points on the tow vehicle. The trailer should not be towed without safety chains properly attached to the tow vehicle. If the safety chains are too short to be used, there is a risk that the trailer may completely detach from the tow vehicle, increasing the risk of a crash.

Please measure the safety chains on your trailer. If they are the shorter chains, contact our Warranty Department at 800-437-2679 or techsupport@sopride.com. We will arrange for your trailer to be returned to our factory for correction at no charge. Southern Pride Distributing will replace the safety chains with ones that are the correct length.

If you have already paid for repairs on the above issue, please complete the enclosed reimbursement form and submit the form, and all required documents, to Warranty Department, PO Box 354, Alamo, TN 38001.

If after contacting our Warranty Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may contact the Administrator, NHTSA, 1200 New Jersey Ave., SE, Washington, DC 20590, call the toll-free Vehicle Safety Hotline (1-888-327-4236), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V760.

We are sorry for any inconvenience you may experience.

Regards,

Shawn Odum, CPA
General Manager

Customer Reimbursement Request Form

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

VIN of Trailer: _____

Date of Repair: _____ Amount of Reimbursement Requested: _____

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person that paid for the repair.
- The VIN of the trailer that was repaired.
- The repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Signature: _____

Submit this request to: Warranty Department, PO Box 354, Alamo, TN 38001.

All reasonable and customary costs to correct the condition described in the letter included with this form will be considered for reimbursement. If your request is approved, you will receive a check from Southern Pride. If your request is denied, you will receive a written explanation for the denial. If your request is incomplete, you will be advised what documentation is needed to complete the request and you will have the opportunity to resubmit the request with the missing documents. If you have any questions about this process or have waited 30 or more days for a response, please contact the Warranty Department at 800-437-2679.