

The Wallace Forge Company

PHONE 330-488-1203
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3700 GEORGETOWN ST. N. E.
CANTON, OHIO 44704

SAFETY RECALL NOTICE NHTSA RECALL 21E-051

6/1/2021

Coupler Recall Notice

Models:

R25160 – 20,000 lb. Adjustable Ball Coupler

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

The Wallace Forge Company, Inc. has decided that certain models of 20,000 lb. ball couplers, Part Number R25160 (Adjustable) has excessive play when coupled with a 2-5/16" ball hitch, and in extreme conditions could cause the trailer to become uncoupled, increasing the risk of a crash. This issue involves couplers shipped between 12/15/2020 and 5/1/2021. We are notifying you because our records indicate your company purchased one of these models during this time frame.

The reason for this recall is the internal locking mechanism on the coupler does not meet correct specifications.

WHAT SHOULD YOU DO? Because not all of the parts listed above are defective, the below photos illustrate a correct, and incorrect internal locking mechanism. If you are unable to visually identify whether your coupler has the correct or incorrect internal locking mechanism, please contact Wallace Forge for additional assistance. In the event that the coupler contains the defective locking mechanism, please contact us at 1-800-328-1203, or QC@WallaceForge.com, and we can provide you with the parts to switch out the internal locking mechanism, or give you instructions for returning the coupler, and we will provide you a replacement. Both options will be offered at no charge to you, the customer. The inspection and replacement may take approximately (6 months).

QUESTIONS? If you have questions regarding this recall, please contact Wallace Forge at 1-800-328-1203 or QC@WallaceForge.com. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, 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>.

Your safety and continued satisfaction is of the utmost importance to us. We sincerely apologize for any inconveniences this issue has caused you, and thank you for your prompt attention to this matter.

Sincerely,

The Wallace Forge Company

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INCORRECT LOCKING MECHANISM

INTERNAL LOCK IS STRAIGHT



CORRECT LOCKING MECHANISM

INTERNAL LOCK HAS A RADIUS



INCORRECT



CORRECT



INCORRECT

CORRECT