

The Aluminum Trailer Company
751 N. Tomahawk Trail P.O. Box 396
Nappanee, IN 46550
(877) 441-2440

May 7, 2021

RE: **IMPORTANT CONSUMER SAFETY RECALL NOTICE**
The Aluminum Trailer Company # 21V-171

Dear **Customer Name**:

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

Reason For This Recall

The Aluminum Trailer Company ("ATC") has decided that a defect, which relates to motor vehicle safety, exists in certain ATC ARV/Gamechanger/Pro bumper pull trailers specifically with tandem 6,000 lb axles manufactured by ATC from July 2018 until January 2021.

! Important !

- Your ATC ARV/Gamechanger/Pro bumper pull model trailer is being recalled.
- You should contact the dealer you made your purchase from or contact ATC to find a qualified service facility near you.

Why Is A Recall Being Conducted?

On certain, ATC ARV/Gamechanger/Pro bumper pull trailers specifically with tandem 6,000 lb axles, safety chains rated at 11,700 lbs were installed which are insufficient for the trailer with tandem 6,000 lb axles. If the trailer specified is fully loaded to the GVWR rating and the trailer were to become disconnected from the ball hitch on the tow vehicle, it may be possible that the safety chains could reach their maximum tensile strength and fail, causing the trailer to become disconnected from the tow vehicle. The safety chains could break if the trailer disconnects from the tow vehicle, increasing the risk of a crash. Safety of all past and present ATC trailers is our top priority.

Our records indicate that you purchased model --- ATC ARV/Gamechanger/Pro bumper pull model trailer; VIN **Trailer VIN**; from **Dealer** in - **Purchase Date - Month & Year**. If you are still the current owner of the trailer, we need your help to make arrangements to inspect this trailer.

What We Will Do

ATC will remedy the defect without charge to you by replacing the existing safety chains with a safety chain that meets the GVWR rating of the trailer. ATC will supply the required parts kit and work instructions for the repair. Once contact has been made with a dealer you can expect the dealer to receive the parts in one weeks' time. ATC will reimburse any customer who incurred costs to repair the defect before our notification was sent.

What You Should Do

Please contact Customer Support at The Aluminum Trailer Company by mail, P.O. Box 396 Nappanee, IN 46550; by phone (877) 441-2440, or electronic mail customersupport@aluminumtrailer.com. We will then make arrangements to refer you to the closest dealer to make the required repairs. We estimate the time to perform the labor required to correct the defect to be approximately one (1) hour. Please ask the dealer directly if you wish to know how much additional time will be needed to schedule and process your trailer.

If you have already paid to have your trailer repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, contact Customer Support above.

What if you no longer own the trailer

If you have sold or traded your trailer, please let us know by contacting customer support by phone (877) 441-2440 or electronic mail customersupport@aluminumtrailer.com or via the contact us link on aluminumtrailer.com website.

After contacting the ATC customer support number, if you still are not able to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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>, if you believes that ATC has failed or is unable to remedy the defect or noncompliance without charge.

We take great pride in the quality and safety of our products. Your participation in this process helps us achieve our goal of continuing to provide our customers with many more years of safe travel trailer use. We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,
The Aluminum Trailer Company