

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

January 14, 2022

RE: **IMPORTANT SAFETY RECALL**  
The Aluminum Trailer Company # 21V-902

Dear *Customer*:

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 Quest/Raven trailers specifically with a spring assist ramp door assembly manufactured by ATC from June 2021 to September 2021.

**! Important !**

- Your ATC Quest/Raven trailer specifically with a spring assist ramp door 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 Quest/Raven trailers specifically with a spring assist ramp door assembly. If the trailer specified has the incorrect cable fastener assembly and was over tightened, the excessive stress on the bushing could cause the fastener/bushing assembly to deform and break. If one cable bushing fails, this adds stress to the opposite side bushing potentially causing failure. The failed connection could potentially cause the cables to violently retract, increasing the risk of injury. Also, if both cables fail, there will be no assistance to open the ramp door. Safety of all past and present ATC trailers is our top priority.

Our records indicate that you purchased model --- *ATC Trailer Details* model trailer; VIN XXXX; Dealer in - *Purchase Date*. 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 ramp door cable fastener assembly. 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@atctrailers.com](mailto:customersupport@atctrailers.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 thirty (30) minutes. 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.

If you are a lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

## 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@atctrailers.com](mailto:customersupport@atctrailers.com) or via the link on [atctrailers.com](http://atctrailers.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 believe 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*