

Important Safety Recall Notice

Joe's Trailer Recall Campaign NEF-107MR

NHTSA Recall No. 22V-366

Dear Joe's Trailer owner:

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

Joe's Trailer Mfg. has decided that a defect, which relates to recreational vehicle/Trailer safety, may exist in some 2021 and 2022 16',18', and 20' Tandem Trailer/vehicles.

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Joe's Trailer has determined that they may have received some couplers that may have been manufactured to specification. A batch of incomplete welded couplers were mixed with completed weld couplers at the manufacturer. This could cause the trailer to separate from the tow vehicle without prior warning, leading to a potential crash.

REPAIRS

To correct this condition, Joe's Trailer will replace the coupler at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact Joe's Trailer to determine if your coupler was manufactured out of specification. If you prefer not to operate your trailer until repairs are made, please contact Joe's Trailer to make arrangements to have your trailer towed to a repair shop at no cost to you.

There are several important precautions you should take until this repair has been performed. The welds in question are on the bottom side of the coupler, and holds the bracket towards the trailer side in place for proper ball placement and securement. A coupler welded out of specification will only have a few small "tack" welds holding the bracket on, not a complete weld (approximately 1" long on both sides of the bracket)

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace your vehicle/trailer coupler is 1 hour and 30 minutes. However, it may be necessary to leave your vehicle/trailer for a longer period of time on the day of your scheduled appointment to allow for flexibility in scheduling. Please present this letter to Joe's Trailer at the time this repair is performed.

IF YOU NEED FURTHER ASSISTANCE:

If you need additional assistance, please contact us directly:

- Email: mdneu@joestrailermfg.com
- Phone: 734-261-0050

Mondays and Thursdays – 8:00 am – 7:00 pm ET

Tuesday, Wednesday, Friday – 8:00 am – 5:00 pm ET

Saturdays – 9:00 am – 2:00 pm ET

- Mailing Address: 13374 Farmington Rd. Livonia, MI 48150

You may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Your continued satisfaction with Joe's Trailer is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to contact Joe's as soon as possible to have this repair performed.

Sincerely,

Joe's Trailer Mfg.