



SAFETY RECALL NOTICE

August, 2015

TO: All Dealers,

LGS Industries, Inc., manufacturers of LOOK Trailers, Pace American and Cargo Express trailers, has determined that a safety defect exists in the RAM 5K 2" A-Frame coupler, P/N: CA-5100, installed on certain trailers that have a GVWR of 5000 lbs. or less, manufactured between November 4, 2014 and July 27, 2015. Accordingly, LGS is initiating a recall to address this issue.

The RAM 5K 2" A Frame coupler is used to secure the trailer to the tow vehicle with an internal and external locking latch mechanism. If the coupler contains the manufacturing non-conformity, the locking mechanism will not fully lock into place. This may allow the coupler to disengage in transit. The customer would then have to rely on their safety chains or hitch pin to bring the vehicle to a stop without uncoupling the trailer.

Owners will be notified by mail about the recall and will be instructed to contact their nearest LOOK Trailers, Pace American or Cargo Express trailer dealer to schedule an appointment to have their trailer's RAM 5K 2" A-Frame coupler inspected and repaired if necessary. There is no cost to the affected trailers owner for this recall.

Attached to this letter is a notice from our RAM 5K 2" A-Frame coupler manufacturer and supplier, Pacific Rim International, LLC, stating the proper repair to the coupler. The recommended tool to complete this task is a 19mm deep socket on a ratchet wrench. LGS Industries will pay a \$15.00 inspection fee for each trailer that is brought to the dealer and inspected. If a repair is necessary, a total of \$32.50 will be paid, which will compensate for the inspection and repair to the coupler. Documentation of this process is critical, once the inspection and repair (if necessary) is completed, we would ask you to complete the warranty form as you would with any claim for LGS Industries. The warranty form has been included with this letter. If you would prefer a digital copy and do not have one, please contact the Warranty Department for LGS Industries and one will be sent by email. Based upon this documentation, the dealer will receive compensation.

Please be reminded that it is a violation of Federal law for you to sell or lease the trailers covered by this notification until you have performed this recall on the affected RAM 5K 2" A-Frame couplers. Substantial civil penalties apply to violations of this law. Accordingly, please insure that you have inspected and repaired (if necessary upon inspection) any affected trailer in your possession before sale or lease.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact Bill Gallagher, Warranty Manager, 1-877-475-5665, ext. 134, bill.gallagher@looktrailers.com.

Pacific Rim International LLC

19210 SE 34th St. Suite 105
Vancouver, WA 98683
Ph: 360-859-3828
Cell: 503-781-2394
Fax: 360-828-1857
Email: dale.ye@ramtrailerproducts.com

RE: RAM 5K A-Frame Coupler, P/N: CA-5100

Dear Bill Gallagher,

We learnt that numerous RAM 5K 2" A-Frame coupler in certain batches we shipped to Look Trailers from January 2015 are found that the coupler couldn't latch a 2" hitch ball as shown in the enclosed picture. At this moment, these batches are identified with date code (stamped on the frame top, close to the frame tail) 14-10, 14-11 and 15-01. The factory believes that this is because the ball clamp was adjusted too tightly and when the ball was on the coupler the coupler couldn't be latched.

If your dealer or final user encounter the latching issue like described above, the following is our instruction to fix it. The bottom nylon lock nut can be adjusted (while the lever is unlocked and the coupler is not engaged) to open up the coupler ball clamp. We would recommend to try a half turn to loosen the nut as this is how we adjust this coupler in our assembly line. Then try to engage the ball on the coupler and typically it solves the problem. Repeat 1/2 turn again if and only if necessary.

I also wanted to mention that the adjustment process can continue as long as the hitch ball remains tight to the ball clamp while coupler is engaged. There should be some resistance when engaging the lever latch while coupling to a hitch ball. The springs on the spade bolt will function as designed. This type of lever latch coupler also includes a u shaped washer to prevent the nut from turning after coupler is adjusted to fit the ball properly.

Please also tell your dealers and their customers to call us if they have any questions regarding the latching issue.

Regards,

Dale Ye

Pacific Rim International LLC

