



IMPORTANT SAFETY RECALL RECALL NO. 18E110

January 2019

Dear Reese Elite Gooseball Dealer or Distributor:

We are writing to inform you that Horizon Global Americas Inc. (Horizon) is conducting a voluntary safety recall of certain Reese Elite Gooseballs intended for aftermarket installation in GMC-Chevrolet pick-up trucks equipped with the factory-installed underbed package.

This recall involves the Reese Elite Gooseball Hi-Rise Ball (Part No. 19315) and Reese Elite Gooseball GM kit (Part No. 30891), if these parts are installed on any MY 2016 - 2019 GMC or Chevrolet pick-up truck with GM factory underbed installed.

Parts were shipped to our distributors starting on or about September 11, 2017 (Part No. 30891) and on or about January 10, 2018 (Part No. 19315).

What is the Problem?

Horizon has identified a compatibility issue with respect to the gooseball when installed in these vehicles. The underbed design of these pick-ups can result in a gap due to the hitch retaining balls contacting the underbed. Rotational loads can lead the split pin to break, allowing the plunger to drop down and the retaining ball to disengage from the hitch's receiver. If the retaining ball disengages, the handle can separate from the gooseball. If the handle separates from the gooseball and the trailer is not using safety chains, the trailer could separate from the vehicle.

The compatibility issue does not affect installation of these parts in GMC and Chevrolet pick-up trucks equipped with Horizon's Elite underbed kit (Part No. 30868) or in Ford, Ram, or Nissan pick-up trucks.

What Should You Do?

(a) Product Remaining in Your Inventory: If any Elite Gooseball GM kits (Part No. 30891) remain in your inventory, you should quarantine them and contact Horizon Global Customer Service at 1-877-973-7871 for return authorization.

Elite Gooseball Hi-Rise Balls (Part No. 19315) can still be sold for installation on non-GM vehicles.

IMPORTANT NOTE: Federal law prohibits the sale of the recalled products.

(b) Products You Sold to Other Resellers: If you sold the recalled products to reselling customers (such as installers and retailers), you **must** do the following: (1) forward a copy of this letter to them within five (5) business days of receipt, **and** (2) provide your Horizon representative with the contact information for the reselling customers to enable us to provide direct notification to those customers and track the recall's progress. Reselling customers should provide consumer contact information to Horizon Global Customer Service at 1-877-973-7871.

(c) Products You Installed or Sold to Consumers: If you sold the recalled product to consumers, you must **immediately** provide Horizon the contact information for those consumers. Horizon will notify them using the attached letter, which advises consumers of the issue and provides return instructions.

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Please contact Horizon Global Customer Service at 1-877-973-7871 if you have any questions about this recall.

We apologize for any inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products. We appreciate your cooperation and prompt attention to this important matter.

Sincerely,

Campaign Administrator
Horizon Global Americas Inc.

Enclosure (Consumer Letter)