



## IMPORTANT SAFETY RECALL

RECALL NO. 20E065

October 2020

Dear Valued Customer:

We are writing to inform you that Horizon Global is conducting a voluntary safety recall of the Ball & Pintle Hook Combination products listed below.

### WHAT IS THE PROBLEM?

Due to a process change at the supplier in effect during a specified production period, a pivot hole on the base component of some of these products may be out of position, resulting in less engagement between the T-latch and the base. This condition, if present, can prevent the upper moveable jaw from locking securely in the closed position. If the T-latch engagement is sufficiently reduced, there is a risk of opening and separation of the trailer from the towing vehicle, increasing the risk of a crash.

### WHAT PRODUCTS ARE INVOLVED?

This recall involves the following products (excluding private label or retailer-specific products, whose distributors have been notified separately) which you may have purchased:

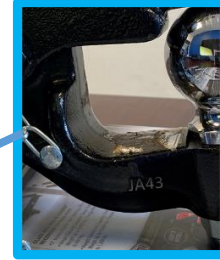
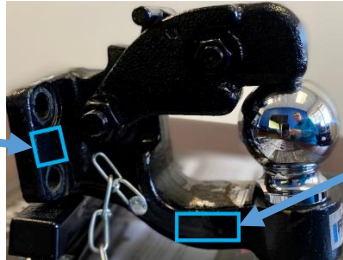
Brand	Part Number	Description	Shipped to Horizon Customers	Date Code on Base Mounting Surface (if applicable)
TowReady	63010	Pintle Hook w/1-7/8" Ball	March 1, 2020 – August 31, 2020	SM011941 to SM012023
Draw-Tite	63011	Pintle Hook w/2" Ball	May 1, 2020 – August 31, 2020	SM011941 to SM012023
Draw-Tite	63012	Pintle Hook w/2-5/16" Ball	November 1, 2019 – August 31, 2020	SM011941 to SM012023
Reese Towpower	74115	Pintle Hook w/1-7/8" Ball	August 1, 2019 – August 31, 2020	Not Applicable
Reese Towpower	74116	Pintle Hook w/ 2" Ball	December 1, 2019 – August 31, 2020	Not Applicable
Reese Towpower	74117	Pintle Hook w/ 2-5/16" Ball	December 1, 2019 – August 31, 2020	Not Applicable

Products received after August 31, 2020 are not affected. These unaffected products will contain either (i) the number "20" stamped on either side of the mounting flange indicating that the product has been inspected and accepted, or (ii) a date code stamped on the neck in the following format – "J Y WW," where J = Supplier Code, Y = Year Code (A = 2020, B = 2021, etc.), and WW = Calendar Week Number – indicating that the product was manufactured after August 31, 2020.

(Thus, for example, JA43 indicates that the product was manufactured during the 43<sup>rd</sup> week of 2020.) These stamps can be found on the Base of the Ball & Pintle Assembly where indicated in these photos:



"20"



"JA43" (example)

#### WHAT SHOULD YOU DO?

- (a) **Product Remaining in Your Inventory:** All product received on or before August 31, 2020 should be quarantined and returned to Horizon Global per the Horizon return/refund policy. Products received after August 31, 2020 are not covered by this recall. *Note: Federal law prohibits the sale of recalled product.*
- (b) **Products You Sold to Other Resellers:** If you sold the recalled products to reselling customers (such as installers and retailers), you must forward a copy of this letter and the attached NHTSA-approved consumer letter to them within five (5) business days of receipt. They should contact Horizon at 1-877-973-7871 or [customerserviceleadership@horizonglobal.com](mailto:customerserviceleadership@horizonglobal.com) to arrange for the return of the product. They should also review their sales records and send a copy of the enclosed consumer letter to any consumer purchasers.
- (c) **Products You Installed or Sold to Consumers:** You must immediately check your sale records to identify any consumers who purchased one of the above-listed products during the referenced period and send those purchasers a copy of the enclosed NHTSA-approved owner letter. The letter advises consumers of the issue and provides instructions for determining whether their unit is affected by this condition.

If a consumer brings a potentially defective unit to one of your locations, please provide the consumer with a copy of the enclosed NHTSA-approved owner notification letter. Owner inspection instructions (including a how-to video) are available at <https://www.reeseprod.com/product-recalls> or <https://www.draw-tite.com/product-recalls> to assist in determining if the product is defective. These websites also include a Recall Registration process for the replacement / return of defective units.

\* \* \*

Please contact Horizon Global Customer Service at 1-877-973-7871 or [customerserviceleadership@horizonglobal.com](mailto:customerserviceleadership@horizonglobal.com) 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 (Owner Notification Letter)