



IMPORTANT SAFETY RECALL

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20E086

January 5, 2021

**Equipment Affected: Aries Class 3 and Class 4 tow weight rating tow hitches
Model Years: 2011-2020**

Dear Aries Tow Hitch Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Aries has decided that a defect which relates to motor vehicle safety exists in Aries tow hitches that were installed on various vehicles with class 3 and class 4 tow weight ratings.

Your Aries tow hitch is included in this Recall action.

What is the concern?

From 2011-2020, Aries manufactured heavy-duty tow hitches that were designed for aftermarket installation on vehicles that had class 3 and class 4 tow weight ratings. However, recent testing indicated that the Aries tow hitches may not be able to tow class 3 or class 4 rated weights.

In particular, the tow hitch plates could break or bend, or cracked welds could occur, resulting in the towed equipment being difficult to control or potentially separating from the towing vehicle increasing the risk of a crash.

What models are affected?

All 2011-2020 Aries manufactured tow hitches that were marketed as having a class 3 or class 4 tow weight rating capacity. Our records indicate that you purchased at least one of the affected trucks with an Aries manufactured hitch.

What will Aries do?

Aries will replace or reinforce your tow hitch at no cost to you. Aries has tested, and hired a third-party to confirm, that both its replacement hitch design and reinforcement kit will be able to tow class 3 and class 4 rated weights. Aries will replace or reinforce your tow hitch in one of three ways, and you can choose whichever method you prefer:

1. Take the tow hitch and vehicle on which it is attached to a local mechanic of your choosing (Aries can also help locate reputable truck equipment shops in your area) who can replace or reinforce the tow hitch using the parts and instructions provided by Aries.

Corporate Office
550 Elizabeth Street
Waukesha, WI 53186

Western Regional
5748 East Shields Ave
Suite 101
Fresno, CA 93727

Southern Regional
Atlanta, GA

Aries Canada LTD.
95 Whitmore Road, Unit 1
Vaughan, Ontario
Canada, L4L 6E2



2. Replace or reinforce the tow hitch yourself using the parts and instructions provided by Aries.
3. Arrange for transportation of the tow hitch and vehicle on which it is attached to Aries' corporate headquarters, where Aries will replace or reinforce the tow hitch.

If you choose option 1 or 2, Aries will reimburse you or your chosen mechanic for reasonable, actual labor hours spent on replacement or reinforcement, as well as necessary materials. The hourly reimbursement rate and reasonable hours will be calculated taking into consideration variables such as fair market labor rates, vehicle style, and whether the hitch must be replaced or reinforced. Further information on reimbursement for labor hours will be communicated to you after Aries receives a completed version of the attached Vehicle Identification Form. Finally, if transportation is necessary, Aries will reimburse you for reasonable transportation expenses to be determined on an individualized basis.

Please email the completed version of the attached Vehicle Identification Form indicating all vehicles/hitches that you own which you believe to be impacted to hitches@ariesindustries.com so that Aries can match your vehicles with its records. Please also include in the email which method you prefer and, if applicable, provide the name and mailing address of whoever will be doing the replacement/reinforcement.

How long will it take?

Aries is prepared to move expediently to get your tow hitch replaced or reinforced. Beginning today, we encourage you to contact Aries to arrange for transportation of your vehicle to Aries' headquarters in Waukesha, Wisconsin, or provide the mailing address of you or your chosen mechanic so Aries can ship the necessary parts.

Once at Aries' headquarters, we anticipate your service visit taking 1-2 days. We anticipate (although cannot be certain) that your chosen mechanic should be able to complete the replacement/reinforcement in a similar amount of time as Aries once receiving the parts and vehicle. If you choose to utilize a local mechanic, he/she can provide you with a better estimate of overall time for the service visit.

If you choose option 1 or 2, Aries will ship the necessary parts to you or your mechanic once receiving the requisite address and a completed version of the attached form identifying all impacted vehicles/hitches. Aries will also provide you with a tracking number so that you know when your parts will arrive. Aries will move as expeditiously as possible in shipping the necessary parts, but individual times will depend on the make/model of the vehicle to which the hitch is attached. In any event, Aries anticipates that it will be able to remedy all issues within 90-120 days from the date of first notice.

What should I do until my tow hitch is replaced or reinforced?

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Aries understands that you may not immediately be able to take your tow hitch/vehicle to the shop or stop using your vehicle while the replacement/reinforcement parts are being shipped. As the only concern with the tow hitch relates to towing capacity, there are no concerns if you do not tow anything with your vehicle. Accordingly, if you continue to use your vehicle please do so without towing anything.

I want to do the work myself or have a mechanic of my choosing do the work – what now?

If you prefer to utilize either of these options, please contact Tracey Banks at (262) 446-5624 or hitches@ariesindustries.com to make arrangements to have a reinforcement kit or replacement hitch sent to you or installed on your Aries truck at a local shop in the geographic area where your truck is operating. Please also include in the email a completed version of the attached form indicating all vehicles/hitches which you own that you believe to be impacted so that Aries can ensure it sends the correct number and type of replacements and/or reinforcement kits.

When Aries sends the replacement kit or replacement hitch, it will also send detailed instructions for you or your mechanic identifying the parts involved, necessary modifications, and providing a step-by-step guide for installation.

No longer own the tow hitch?

If you are no longer the owner of the tow hitch and/or vehicle to which it is attached, Aries would greatly appreciate the name and address of the new owner. Please submit any updated ownership information to hitches@ariesindustries.com.

What should I do if I have further questions?

If you have any questions or concerns, please contact Tracey Banks at (262) 446-5624 or hitches@ariesindustries.com. If you have the need to contact Aries by mail, please use the following address:

Aries Industries, Inc.
Attn: Tow Hitch Recall
550 Elizabeth Street
Waukesha, WI 53186

If after having attempted to take advantage of this recall you believe you have not been able to have your equipment remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

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We apologize for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products, and will strive to minimize any inconvenience to you caused by this Recall.

Sincerely,

Jim Kraschinsky
VP, Sales
Aries Industries Inc.

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VEHICLE IDENTIFICATION FORM

In connection with the Recall described in this letter, please complete the following Vehicle Identification Form and email it to hitches@ariesindustries.com so that Aries can match it with its vehicle records and ensure that it sends the correct type and number of replacement hitches or reinforcement kits to you. Please contact hitches@ariesindustries.com or Tracey Banks at (262) 446-5624 with any questions.

Impacted Vehicles				
Year	Make	Model	VIN Number	Aries Sales# or Invoice #

Aries has pre-approved a range of reasonable labor hours for reimbursement depending on the make/model/year of vehicle. Upon returning this form to Aries, we will provide you with the relevant hours estimate. If you anticipate actual labor hours will exceed the pre-approved estimate, please contact Aries to work out an individualized solution.

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