

IMPORTANT SAFETY RECALL
This notice applies to your vehicle (VIN)

RE: NHTSA RECALL 24V322 Towing coupler may be underrated for Gross Vehicle Weight Rating (GVWR) increasing risk of a crash.

May 17, 2024

Dear Valued Customer,

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

Oliver Travel Trailers has decided that a defect which relates to motor vehicle safety exists in certain 2009 - 2024 Legacy Elite II travel trailers manufactured between December 03, 2009, and March 18, 2024.

WHAT IS THE DEFECT?

The issue is the coupler may be underrated (less than 7,000 LB) for the Gross Vehicle Weight Rating (GVWR) of the vehicle.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

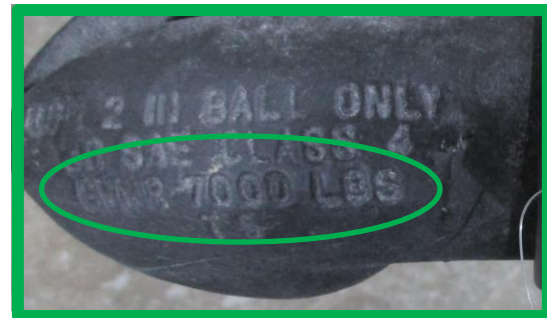
An underrated towing coupler can break, allowing the trailer to detach from the tow vehicle and increasing the risk of a crash.

HOW DO I KNOW IF MY TRAVEL TRAILER IS PART OF THE 24V322 RECALL?

1. Find the GVWR stamp located on the top of the coupler. (see below) The coupler with a weight stamped less than 7,000 LBS is nonconforming.



NONCONFORMING



CONFORMING

2. If you are unsure, call [1-888-526-3978](tel:1-888-526-3978) or email us at ottwarranty@olivertraveltrailers.com to confirm that your coupler is one in the population of recalled units for Recall 24V322.

WHAT IS THE REMEDY?

Your Legacy Elite II was manufactured within the affected period using this component. Your unit must be inspected to ensure the coupler is not within the recall population as identified by weight-carrying capacity for the GVWR of the vehicle. The remedy will be the replacement of the coupler, free of charge. The replacement coupler will be sent with instructions to complete the installation by a qualified RV technician. The replacement should take approximately one half hour to complete.

Oliver Travel Trailers will be notifying dealerships of the recall and owners may have the coupler corrected at an Oliver dealership. Oliver Travel Trailers will cover the cost for the remedy repair.

Oliver Travel Trailers will reimburse customers in accordance with the general reimbursement plan on file with NHTSA.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of the defect under recall.

Please send the service invoice to the following address:

Oliver Travel Trailers

Atten: OTT QUALITY MANAGER

609 Swan Ave.

Hohenwald, TN 38462

Phone: 1-888-526-3978

Email: OTTWarranty@olivertraveltrailers.com

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

Please be kind enough to complete the Change of Ownership at olivertraveltrailers.com/contact-us/owner-transfer-form/ or contact Customer Service at 1-888-526-3978.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator

National Highway Traffic Safety Administration

1200 New Jersey AVE SE

Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Oliver Travel Trailers takes the safety of our customers and our products very seriously.
If Oliver Travel Trailers can assist in any way, please do not hesitate to contact us.
We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Regina Rogers
Quality Manager
Oliver Travel Trailers