

The Aluminum Trailer Company
751 N. Tomahawk Trail P.O. Box 396
Nappanee, IN 46550
(877) 441-2440

May 20, 2024

RE: **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

Vin# _____.

The Aluminum Trailer Company # 24V-354

Dear: Customer,

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

The Aluminum Trailer Company ("ATC") has decided that a defect, which relates to motor vehicle safety, exists in certain 2021-2024 ATC Toy hauler 5th Wheels specifically with a Suburban slide in range with red LED backlit knobs that were manufactured by ATC from December 2021 to April 1st, 2024.

! Important !

- Your ATC Toy hauler with a Suburban slide in range with backlit LED knobs is being recalled.
- You should contact the dealer you made your purchase from or contact ATC to find a qualified service facility near you.

Why Is A Recall Being Conducted?

If the trailer specified has a Suburban slide in range with red LED backlit knobs, the LED backlit printed circuit boards (PCB) could fail. If the PCB fails, it can become overheated, and the polyethylene cover of the lights can melt and possibly ignite causing a fire. Safety of all past and present ATC trailers is our top priority.

Our records indicate that you purchased model: _____

VIN# _____; from Dealer: _____. On _____

If you are still the current owner of the trailer, we need your help to make arrangements to inspect this trailer.

What We Will Do

ATC will remedy the defect without charge to you by assisting Suburban in the repair of your range. ATC will provide work instructions from Suburban to deactivate the LED lights. Time estimated for this fix is .25 hours. ATC will work with Suburban to supply the required parts kit and work instructions for the repair. ATC will reimburse any customer who incurred costs to repair the defect before our notification was sent.

What You Should Do

Please contact Customer Support at The Aluminum Trailer Company by mail, P.O. Box 396 Nappanee, IN 46550; by phone (877) 441-2440, or electronic mail customersupport@atctrailers.com. Or you may contact Suburban directly. We will then make arrangements to refer you to the closest dealer to make the required repairs.

If you have already paid to have your trailer repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, contact Customer Support above.

If you are a lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own the trailer

If you have sold or traded your trailer, please let us know by contacting customer support by phone (877) 441-2440 or electronic mail customersupport@atctrailers.com or via the link on atctrailers.com website.

After contacting the ATC customer support number, if you still are not able to have the safety defect remedied without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 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>, if you believe that ATC has failed or is unable to remedy the defect or noncompliance without charge.

We take great pride in the quality and safety of our products. Your participation in this process helps us achieve our goal of continuing to provide our customers with many more years of safe travel trailer use. We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,
The Aluminum Trailer Company