

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

October 17th, 2024

RE: **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,
VIN# _____
The Aluminum Trailer Company

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 Stacker and Car Hauler models built from 2013 to 2024.

Important!

- Your Trailer is being recalled.

Why Is a Recall Being Conducted?

ATC has determined that stress on the tongue tube at the front wall could cause A-frame tube to crack and eventually break, which could cause the trailer to become detached from your towing vehicle, increasing the risk of a crash. 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 repair this trailer.

What We Will Do

ATC will remedy the defect without charge to you. ATC will provide angle supports to be welded to A-frame to strengthen the tongue on car haulers and tube supports on stackers and prints for installation to approved service centers for the repair at no cost to you. Once contact has been made with a dealer or service center for repair, parts will be sent to the facility. Time estimated for fix is 1.25 hours for car hauler and 2 hours for stackers. ATC will reimburse any customer providing sufficient documentation 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. We will then make arrangements to refer you to the closest dealer / service center 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