

EVERGREEN

RECREATIONAL VEHICLES

RECALL # 13V-295

DOMETIC AWNING RECALL

PROCESS INSTRUCTION

07-2013

Awning motors in certain 9100 series Dometic awnings with serial number range of 306xxxxxx through 314xxxxxx may require replacement.

1. Contact Dometic at 888-943-4902 to verify eligibility for motor replacement.
2. Dometic will then provide and supply a replacement motor.
3. Dometic will also provide reimbursement of labor costs related to this procedure.

Please see attached recall letter as provided by Dometic.

Please contact Evergreen RV at 574-825-8054 or at service-warranty@goevergreenrv.com with any questions related to this recall.

10758 C.R. 2, P.O. Box 52 • Middlebury, IN 46540

Phone: (574) 825-4298 • Fax: (574) 825-4299 • GoEverGreenRV.com





PRODUCT RECALL NOTICE

9100 POWER AWNING, WEATHERPRO AWNING, AND MOTOR SERVICE KIT

April 17, 2013

Dear Valued Customer,

Dometic is committed to providing a quality product for the enjoyment of our customers. We go to great lengths to thoroughly test our products. In our on-going testing process we have recognized a potential condition related to 9100 POWER AWNINGS, WEATHERPRO AWNINGS AND MOTOR SERVICE KITS (complete awnings and/or parts/accessories, included). This potential condition affects ONLY product manufactured between February 13, 2013 and April 9, 2013.

Background We recently introduced an enhanced redesign of certain components associated with the motor in our 9100 Power Awning, WeatherPro Awning and Motor Service Kits. There is an important step in our installation instructions which, in conjunction with our design change, **CANNOT BE BYPASSED from the proper sequence.**

Condition Through on-going testing, we have become aware that if a specific installation step is bypassed during installation of the awning or motor service kit, the awning motor became damaged. **If this motor damage occurs it is possible that the awning can unfurl unexpectedly, either while the coach is at rest or while in transit.**

Action Due to this potential condition, which will **not** be evident from post-installation inspection, Dometic is requesting that you **DO NOT DRIVE YOUR VEHICLE.** In order to check the serial # of your awning to see if your unit is in the affected serial # or date range (February 13, 2013, serial #306xxxxx through April 9, 2013, serial 314xxxxx), the serial # appears on a label on the right underside of the fabric and on the roller tube. If you have confirmed affected serial #, as outlined, then please call **1-888-943-4905.** We will provide detailed instructions during this call.

If you have had your awning motor replaced or serviced after February 13, 2013 do not go by your awning serial number to determine if your unit is affected. Instead, contact **1-888-943-4905** above for specific repair instructions.

Dometic greatly appreciates your assistance in correcting this potential condition.