



Safety Recall NHTSA #14E065

November 26, 2014

**SAFETY RECALL—MOTOR HOMES, 5<sup>TH</sup> WHEELS AND TRAVEL TRAILERS**

Dear Carefree of Colorado Latitude Awning owner.

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

Carefree of Colorado has determined that a defect which possibly relates to motor vehicle safety exists in certain Carefree of Colorado Latitude Awning mounting brackets. Latitude Awnings manufactured between August 7, 2014 and October 3, 2014 have mounting brackets that do not meet specifications and may therefore be more likely to develop cracks. If such cracks develop, it could affect a support arm for the awning.

**Your vehicle**, identified on the enclosed form, **is potentially affected**. For this reason, we ask that you immediately arrange for service to evaluate whether you have an affected unit so your dealer can correct the condition without delay. The service and parts as described in this letter will be provided at no charge to you.

To correct this condition, you must return your vehicle to your dealer. The dealer will check the serial number and verify if the Carefree Latitude Awning installed on your RV is included in the recall. If so, your dealer will replace the suspect component (mounting brackets) with new parts at no charge to you.

The actual repair work should take an hour to complete. However, additional time may be required depending on how the dealer schedules and processes appointments. To obtain this free service:

- Contact your dealer as soon as possible to schedule an appointment for free service.
- Take the enclosed Owner Reply Form with you at the time of your appointment and give it to your dealer. The form identifies the vehicle and service that is required.

If you have any problems in obtaining the needed repair from your dealer, or if your dealer fails or is unable to remedy this defect without charge and within three (3) days of a mutually agreed upon service date, please contact Carefree of Colorado Customer Service at 1-800-621-2617 or by mail at 2145 W 6<sup>th</sup> Avenue, Broomfield CO 80020. A Carefree of Colorado representative will arrange for prompt attention to your vehicle.

We regret any inconvenience to you. However, we are committed to the safety and quality of our products. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>.

Thank you for your prompt attention to this important matter.

Customer Service

Carefree of Colorado