



Kentucky Trailer
Attn: Recall-22KT01
3400 Robards Court
Louisville, KY 40218
(502) 410-6019
Recall-22KT01@kytrailer.com

Corporate Support Center

May 15, 2023

IMPORTANT SAFETY RECALL
NHTSA Safety Recall No. 23V186



This Notice applies to your vehicle (VIN# [REDACTED])

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

Kentucky Trailer has determined a defect which relates to motor vehicle safety exists in the handheld remote-control device that operates the WARN VR EVO winch that was installed in your vehicle having the Vehicle Identification Number set forth above.

We apologize for any inconvenience that this may cause and we want to assure you that, with your assistance, this condition will be corrected.

What is the Defect?

After investigating field reports of inadvertent activation, Warn Industries, Inc. ("WARN") determined that a defect exists in the handheld remote control device that was sold with WARN VR EVO winches. A small number of remotes which have been exposed to or submerged in water have exhibited failures that can result in unintended winch operation. This condition could cause the winch to start operating when not intended, or to not turn off when the switch button is released, resulting to injury to person or property. Only the remote is subject to this recall notice, the winch is not affected.

As a precaution, WARN advises that you should immediately:

1. **Stop using the remote.**
2. **Follow the enclosed instructions and inspect the inside of the remote for corrosion.**
3. **Remove the battery pack from inside the remote as shown in the attached instructions to disable the wireless control function (the remote can still be used to control the winch when physically plugged into the winch without the battery pack).**
4. **Keep the remote dry and unplugged when not in use.**

If your remote has been exposed to water, or is malfunctioning, contact WARN Customer Service at 800-543-9276 or cs@warn.com to arrange for a replacement.

What will WARN do to remedy the defect?

- WARN is developing a replacement water-resistant remote control that it will make available to affected customers, at no charge, when the product is available.

- WARN will replace your existing VR EVO remote with a “corded-only” remote if any internal corrosion is observed when removing the battery pack.
- As compensation for losing the wireless functionality on your existing remote or replacement “corded-only” remote, WARN will provide current VR EVO winch owners with a \$100 coupon valid toward the purchase of a new wireless remote product, or any other future purchase on www.warn.com.
- Registration and instructions on how to receive your coupon can be found at: www.warn.com/vr-evo-remote-info. Winch owners will be required to provide verification of battery pack removal and/or proof of purchase to receive the coupon.
- The inspection and replacement will take approximately 5-10 minutes.

Who Should you contact with Further Questions or Concerns?

If you have questions or concerns about this recall, please contact WARN Customer Service at 800-543-9276 or cs@warn.com, or visit WARN’s website at www.warn.com/vr-evo-remote.info. You may also contact Kentucky Trailer at 502-767-6202 or recall-23V186@kytrailer.com.

If WARN 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; 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>.

What if you Already Paid for This Repair?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts along with a reimbursement request to cs@warn.com or by mail to Warn Industries, Attn: VR EVO Remote Recall, 12900 SE Capps Rd., Clackamas, OR 97015.

What if you no longer own or use this vehicle?

If you no longer own or have retired this vehicle, please let Kentucky Trailer know by emailing us at: recall-23V186@kytrailer.com, or calling us at (502) 767-6202. If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner within ten (10) days of receipt of this letter.

Thank you for your prompt attention to this important safety matter.

Kentucky Trailer