



Field Van, Inc.
3631 S Bagley Ave
Fresno CA, 93725

4/19/2023

IMPORTANT SAFETY RECALL

«VIN»
«First_Name» «Last_Name»
«Address»
«City», «State» «Zip»

THIS NOTICE APPLIES TO YOUR VEHICLE.

VIN: «VIN»

NHTSA RECALL NO: 23V267

Dear Field Van Owner,

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

Field Van, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2022 Field Van Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

WHAT IS THE ISSUE?

Warn Industries has decided that a defect which relates to motor vehicle safety exists in the handheld remote-control device that was sold with WARN VR EVO winches. Remotes which have been exposed to or submerged in water have exhibited failures that can result in unintended winch operation, which increases the risk of injury. Only the remote is subject to this recall notice, the winch is not affected.

Products affected: Remotes shipped with all EVO winch models manufactured between June 3, 2019 to November 29, 2022.

WHAT SHOULD YOU DO?

If your van has a WARN VR EVO installed, we ask you do the following:

1. Stop using the remote.
2. Visit <https://www.warn.com/vr-evo-remote-info> for instructions on how to inspect the remote for corrosion and removal of the battery pack to disable the wireless control function.
3. The remote can still be used to control the winch when physically plugged into the winch without the battery pack.

WHAT WILL WE DO?

- Warn Industries 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 a replacement “corded-only” remote, Warn Industries 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 the 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 the website at www.warn.com/vr-evo-remote-info.

If Field Van or Warn Industries 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

You may also 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 97105

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If for any reason you no longer own this vehicle or have a change of address. Please contact Field Van at 559-233-8267 or info@fieldvan.com to notify us of this change.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issues immediately.

Sincerely,

Nick Gennock
Director of Systems & Quality Assurance
Field Van, Inc.