



2055 Sugarloaf Cir, Suite 300, Duluth Georgia 30097

## IMPORTANT SAFETY RECALL

August 31, 2023

NHTSA Recall 23V-343

This notice applies to your vehicle, VIN: [            ]

Dear [Customer Name]:

Fox Factory, Inc., which owns premium brands including Rocky Ridge, RMT Overland, SCA Performance, and Tuscany Motor Co., is committed to your safety and continued satisfaction with your vehicle. Our records show that your vehicle is subject to an important safety recall of the Warn VR EVO winch remote. As a result, we are ensuring Warn Industries thoroughly satisfies this safety recall.

We apologize for this inconvenience. Please follow the instructions below to address this important matter.

### **Why is this part being recalled:**

A small number of remotes, which were exposed to or submerged in water, exhibited failures that can result in unintended winch operation, increasing the risk of injury. Only the remote is subject to this recall notice; the winch is not affected.

### **Warn's free remedy to resolve this issue:**

Customers who have the affected Warn Winches should contact or visit the Warn website below to view details regarding the recall statement No. 22E101 to have their winch remote controls remedied.

Warn Customer Service  
(800) 543-9276  
cs@warn.com  
warn.com/vr-evo-remote-info

As per National Highway Traffic Safety Administration (NHTSA) Recall No. 22E101, Warn Industries will replace your existing VR EVO remote with a "corded only" remote if any internal corrosion is observed when removing the battery pack.

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall. Please send the service invoice, your VIN, and any other

supporting documentation to WARN customer service (contact above) to determine if your repair is eligible for refund.

**For questions, please contact:**

For questions and assistance, please contact Karl Christensen, Warn Industries Risk & Compliance Manager, at christensenk@warn.com or 503-722-3057.

If, after contacting Warn Industries, you are still not satisfied with its best efforts to remedy this recall without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration (NHTSA), 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>. The NHTSA Campaign Number for this recall is 23V-343.

NHTSA regulations require that any vehicle lessor receiving a notice of a safety-related defect or noncompliance pertaining to any leased motor vehicle must forward the notice to the lessee within 10 days.

Thank you for your attention to this important matter.

Rush McBee, Compliance Manager  
Fox Factory, Inc.

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