



IMPORTANT SAFETY RECALL

NHTSA RECALL: 23V381

VIN

OWNERS /DEALERS NAME

ADDRESS

CITY ST ZIP

October 2023

This Notice Applies to your vehicle, VIN

Dear Knapheide Customer,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. The Knapheide Manufacturing Company, based on information provided by Warn Industries, Inc., has decided that a defect which relates to motor vehicle safety exists in certain 2022 Ford, Ram and GM chassis and 2023 GM chassis equipped with Warn winch products.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The remote control for the winch could get wet and result in water ingress and corrosion inside the remote control. This condition could lead to inadvertent activation and unexpected movement of the winch. It was determined that this condition only affects remote controls with wireless capability that are not waterproof.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

If the winch operates unexpectedly, it would increase the risk of injury.

WHAT IS WARN INDUSTRIES, INC GOING TO DO?

Knapheide Manufacturing is notifying dealerships and owners of the recall. Warn Industries, Inc will provide, at no cost to you, the existing remedy as outlined in the included Warn Recall Notification. As per Recall 22E101, Warn Industries, Inc. will replace your existing VR EVO remote with a “corded only” remote if any internal corrosion is observed when removing the battery pack.



WHAT SHOULD I DO?

Please contact Warn Industries, Inc. at (800) 543-9276. Or log into www.warn.com/vr-evo-remote-info in order to obtain a replacement remote.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

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 the previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Warn Industries, Inc.
12900 SE Capps Road
Clackamas, Oregon 97015
(833) 727-8784

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LEASOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN 10 DAYS.

MAY KNAPHEIDE ASSIST YOU FURTHER?



If you have difficulties getting your vehicle repaired, please contact the Warn Industries, Inc. Service Representative listed below:

CONTACT
WARN INDUSTRIES, INC
CUSTOMER SERVICE

PHONE
(800) 543-9276

E-MAIL
cs@warn.com

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

For US Owners Please Contact:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline
At 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit www.safercar.gov and search:
Recall ID: 23V-381