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SAFETY RECALL NOTICE

December __, 2023

RE: NHTSA Campaign Number [REDACTED]

Carefree of Colorado Freestyle Awning Part No. 015933-001

Dear Industry Partner:

As a follow up to our prior communications, this notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Carefree of Colorado (“Carefree”) is requesting your assistance in the above-referenced NHTSA campaign. Carefree has decided that a defect which relates to motor vehicle safety may exist in certain Freestyle left-hand gearbox motor housing assemblies (the “Gearbox Housings”) in production from February 27, 2020 to November 1, 2022.

Carefree is notifying the owners of the affected Gearbox Housings in order to correct the problem. They will be directed to the appropriate RV dealership for inspection/repair. A copy of this owner notification letter is attached for your information and in the event you wish to send it to your customers directly.

Carefree’s primary concern is the safety of our customers. We thank you in advance for your cooperation and understanding in this matter.

What is the problem?

There is a potential for cracks to develop in the Gearbox Housing. In a fraction of a percent of units, a Gearbox Housing has been observed with a crack that may develop into a fracture. In the event of a fracture, there ~~is appears to be~~ a potential for release of the awning brake under certain in-use conditions. An awning that extends unintentionally while a motor home is in motion could be a distraction and/or present a road hazard to the vehicle driver or surrounding traffic, which can increase the risk of a crash without prior warning. As a precaution, owners have been advised that they should manually secure the awnings to reduce the potential for unintentional awning extension until they are able to bring their vehicle in to a dealership for inspection.

What will Carefree do?

Carefree will provide a field modification instruction and additional support for the internal components of the Gearbox Housing, which will alleviate the risk outlined in this notice. The remedy outlined in this notice will be provided at no cost to the owner.

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What should you do?

According to our records, the affected Gearbox Housings were purchased by your company.

Beginning **February _____, 2024**, owners have been asked to bring their motor homes to their RV dealerships so the awning and Gearbox Housing can be inspected. This inspection should be scheduled at your mutual convenience.

If, during the inspection, no crack is observed in the Gearbox Housing, an additional support wedge will be installed. If, however, a crack in the Gearbox Housing is observed, **a new Motor and additional support wedge** will be installed.

Please itemize the above-referenced NHTSA campaign number—**XXXXXXX**—as completed work on your invoice (separate from any other charges) and include the owner's name, address, and phone number, as well as the VIN, as a part of this repair when submitting your invoice to Carefree.

How do you obtain components and labor approval?

Dealer Labor Allowance(s):

- Inspection and additional support installation: 0.50 Hours
- Replace Cracked Gearbox Housing (if required): 0.75 Hours

To obtain the no-charge, additional support components or in the case of a crack, a new Gearbox Housing as well as pre-authorization to perform the repairs, please submit your request to warranty@carefreeofcolorado.com. Include the Carefree awning serial number (located on the inside of the lead rail) and the vehicle VIN (on the OEM Federal Placard located on the driver's side door jamb) with your submission. This information will provide a record of the awning repair.

If you have any questions your Carefree contacts for this recall are:

- Regina Whitehorse, rwhitehorse@carefreeofcolorado.com Phone: 303-410-6328
- Peggy Dunbar, pdunbar@carefreeofcolorado.com Phone: 303-410-6214
- Nancy Vickery, nvickery@carefreeofcolorado.com Phone: 303-410-6319

What if the owner already paid for the repair?

In the event you are contacted by an owner who previously paid for a repair addressing the issue described in this notice, the owner has been advised to have their vehicle inspected by an authorized dealer to ensure that the correct replacement parts were used.

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The owner also may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If an owner contacts you regarding a pre-notification remedy of the problem associated with this recall, please advise the owner to submit a refund request directly to Carefree of Colorado, 2145 W. 6th Avenue, Broomfield, CO 80020. When mailing the refund request, the owner should include a copy of their original repair receipt and any other supporting documents evidencing that a repair was made.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

If you have questions or require additional assistance, please contact Carefree. Carefree thanks again you for your cooperation and understanding.



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