

3-Aug-20

Hi Fiamma,

Please see email below from customer. Is there a way that it was installed incorrectly?

Please advise.

I am writing to let you know of a new problem with our Fiamma awning since the recent recall and subsequent repair.

Two weeks ago, we retracted the awning (after extension). It did not fully close but flapped repeatedly (shuddering?) and seemed to try to reopen. My husband closed it forcibly and turned off the battery to manually complete the closure. It seemed similar to the recall issue so we reinstalled the Velcro straps.

The straps proved fortunate, because today at a gas station, with the motor off, the flapping started up! Only the straps prevented a dangerous situation.

Please let me know how this awning can be made safe for us to have on our vehicle.

10-Aug-20

We had the Fiamma awning recall completed at Fretz RV on June 22nd.

We have been on 3 RV trips since the repair.

Trip 1 – the awning worked as designed.

Trip 2 – the awning started making odd noises but I did not want to stop the closing process. Noise stopped when closed.

Trip 3 – the awning was stuck out and would not retract.

I was able to close it with the manual tool but now we are running the straps again and I will not remove the straps or attempt to use the awning.

We just returned from Trip 4. I was at the car wash washing the bugs off and the awning attempted to open itself (motor off and no one inside the RV).

Please communicate this with Fiamma 407 672 0091 and look for Marcos (tech). Warranty part and labor will come directly from Fiamma then take to the local RV dealer for the repair.