



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

This notice applies to your vehicle. Refer to the provided list.

Original Equipment Manufacturer Customer Satisfaction Campaign benefiting Altec installed equipment.

Dear Altec Owner,

Altec Industries, Inc. has been notified that a condition exists based upon a notification from the Original Equipment Manufacturer (OEM) of component(s) or accessory(ies) included with your Altec equipment. This relates to the operation or customer satisfaction of the component(s) or accessory(ies).

Refer to attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information in the attached notice.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Winch Remote Replacement (Warn Industries — NHTSA 22E-101)

Units Affected: Certain units built from December 2020 to September 2022 equipped with Warn Industries winches. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Warn Industries, Inc. has decided a defect which relates to motor vehicle safety exists in the bumper winch on your unit with the serial number shown in the attached list or on Altec Connect.

Refer to the included communication from Warn Industries for more information.

Customer Action: Follow the guidance in the included communication from Warn Industries.

Requirements: Altec is not able to perform this repair. The work must be completed by the customer.

Completion and Warranty: This repair is not covered under the Altec Warranty Policy.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	N/A
Travel	Not included
NHTSA code	90
Prime fail P/N	990000058, 991036477, 991226302, 991483889
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	N/A	N/A



WARN INDUSTRIES, INC.
12900 SE Capps Road
Clackamas, Oregon 97015

January 10, 2023

IMPORTANT SAFETY RECALL NOTICE
NHTSA Recall No. 22E101

Re: WARN® Handheld Wireless/Corded Remote Control for VR EVO Winches

To: Owners of WARN VR EVO Winches

Dear Valued Customer,

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

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. A small number of 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. This notice applies to product sold and used in the USA.

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

PN 103250 - VR EVO 8

PN 103251 - VR EVO 8-S

PN 103252 - VR EVO 10

PN 103253 - VR EVO 10-S

PN 103254 - VR EVO 12

PN 102355 - VR EVO 12-S

PN 104218 - S/P Remote & Control Module

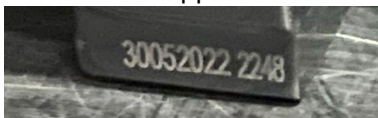
Product Identification:

VR EVO Winch Serial numbers Affected:

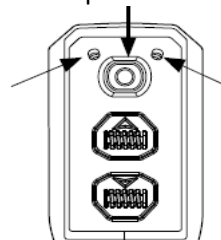
03062019xxxx - 29112022xxxx

(03 June 2019 - 29 November 2022)

Serial numbers are located on the back side of the winch drum support.



AND, with this Remote Switch Face Configuration
(all components on the switch face are black in color)



What should you do?

If you own any of the products listed above, we ask that you immediately do the following:

1. Stop using the remote.
2. Follow the attached instructions and inspect the inside of the remote for corrosion.
3. Remove the battery pack from inside the remote as shown in the attached instructions to disable the wireless control function.
4. The remote can still be used to control the winch when physically plugged into the winch without the battery pack.
5. Keep the remote dry and unplugged when not in use.

A copy of these instructions can also be found at: www.warn.com/vr-evo-remote-info

If your remote has been exposed to water, or is malfunctioning, contact WARN Customer Service at 800-543-9276 or cs@warn.com to arrange for a replacement.

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 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 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 our website at www.warn.com/vr-evo-remote-info.

If 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 97015.

The safety of our customers is paramount to Warn Industries. Since 1948, Warn has put the customer first by offering the highest quality products and by doing the right thing. These core values will continue on into our 75th year of business.

Sincerely,

Kyle Shiminski
VP & General Manager
Warn Industries



VR EVO Remote Battery Pack Removal Instructions



Take time to fully read and complete all instructional steps and warnings.

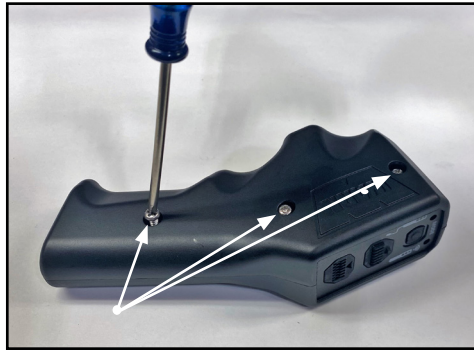
⚠ WARNING Always store the remote control in a protected, clean, dry area.

⚠ WARNING Never leave remote control where it can be activated during free spooling, rigging, or when the winch is not being used.

⚠ WARNING Never leave the winch remote control plugged in when installing, freespooling, rigging, servicing or when the winch is not being used.

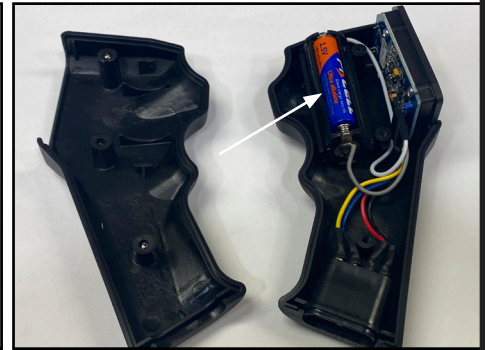
1.

Using a Phillips screwdriver, remove the three screws from the remote control cover.



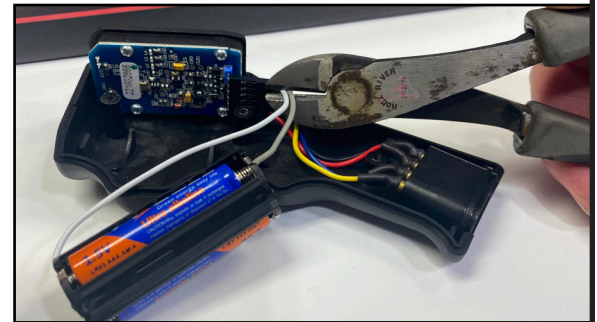
2.

Remove the remote control cover and locate the battery pack.



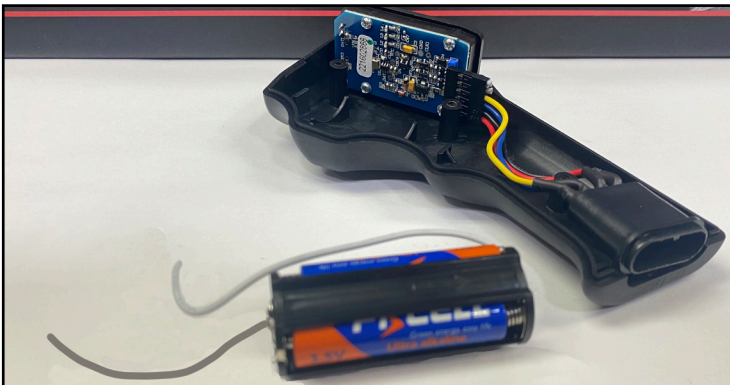
3.

Cut the gray and white wires to release the battery pack from the remote.



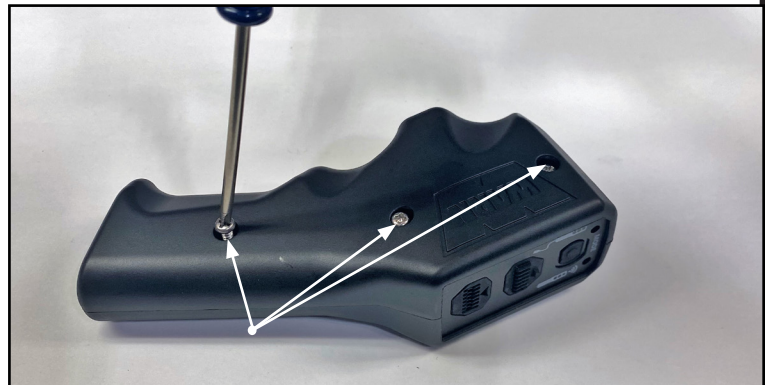
4.

Remove and discard the battery pack completely.



5.

With battery pack removed, replace the remote control cover and the three screws.



6.

When winch is not in use, unplug the remote control cable from the remote control base **AND** the winch remote socket. Store the remote control in a protected, dry place.



For further information or any questions contact:

WARN INDUSTRIES, INC.
12900 S.E. Capps Road,
Clackamas
OR USA 97015-8903
1-503-722-1200,
Customer Service:
1-800-543-9276
or visit www.warn.com.