



Pleasure-Way

phone 306.934.6578
fax 306.934.7085
toll free 1.800.364.0189

Pleasure-Way Industries Ltd. • 302 Portage Avenue • Saskatoon • SK • S7J 4C6

September 20, 2020

SAFETY RECALL: 19V673

Fiamma Awning

Dear Pleasure-Way Owner:

VIN#: _____

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

Recall Identification

What is the reason for the notice?

Pleasure-Way Industries Ltd. has determined that a defect related to the motor vehicle safety act exists in certain 2018 - 2020 Pleasure-Way Motor Homes equipped with a F45 or F65 Eagle awning. The Fiamma awning may deploy on its own without input from the RV owner. If the awning deploys it could cause an accident, personal injury or damage to property in its immediate area.

What should you do?

A temporary recall kit including straps as well as instructions and warning labels will be sent directly to you. Once you receive the recall kit contact your Pleasure-Way dealer or a local service provider to have the repair done. This repair will be done at no charge to you. If the kit is installed by a non-Pleasure-Way dealer, have them call Pleasure-Way at 1-800-364-0189 and ask for Michael, Jay or Phil for payment. Payment will be made with a corporate Visa card.

If you choose to do the temporary repair yourself, please contact Pleasure-Way by email warranty@pleasureway.com or phone 1-800-364-0189, to inform Pleasure-Way that you have completed the repair yourself.

Once Fiamma has a final repair for this recall, additional information will be sent to you in regards to repair instructions, parts and payment information.

Who do you contact if you experience problems with service?

If you are not satisfied with the service you received, call Pleasure-Way at 1-800-364-0189, or email warranty@pleasureway.com .



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If you believe that Pleasure-Way Industries Ltd. or the dealer has failed or is unable to remedy the defect in your vehicle, without charge or within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator

National Highway Traffic Administration

1200 New Jersey Ave, SE

Washington, DC 20590

You can also call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153) or go to www.safercar.gov.

What to do if you feel this notice is sent in error?

Our records show that you are the current owner of a 2018 – 2020 Pleasure-Way Motor home that is involved in this campaign, if this is not the case or the name and address information is not correct, please contact Pleasure-Way Industries at 1-800-364-0189 or email warranty@pleasureway.com.

If you have any questions about this recall:

Please contact Pleasure-Way Industries Ltd. 1-800-364-0189 or email warranty@pleasure-way.com.

We apologize for any inconvenience this campaign may cause.

Sincerely,

Phil Nickel

Pleasure-Way Industries Ltd.