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Saskatoon, SK S7J 4C6

Safety Recall: 20V - 542

Pleasure-Way Industries, Ltd.

September 2020

IMPORTANT SAFETY RECALL

Dear (NAME):

This applies to your Tofino VIN# [REDACTED].

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

Pleasure-Way in consultation with Spyder Controls has decided that a defect which relates to motor vehicle safety exists in certain 2019 – 2021 Pleasure-Way Tofino Motor Homes equipped with Spyder Controls G9 Electronic Control Module (ECM) . Our records show your unit is affected by this recall.

Reason for this recall The G9 ECM does not have over voltage protection greater than 18 volts, if the vehicle is given a boost with a 24 volt system or the auxiliary batteries are wired in series rather than in parallel as designed, the G9 ECM could be subject to 24 volts and would not be protected.

If the G9 ECM receives overvoltage for a continued period of time it could damage the G9 panel or create a thermal incident. This may result in a fire which could result in property damage, personal injury, or death.

Recall Remedy Install a G9 Protection Module supplied by Spyder Controls Corp between the battery and the G9 ECM.

What should you do?

- 1) **Go to the Spyder Controls Corp recall website at www.g9recall-pw.com and enter your VIN number and shipping address.**

Once your information has been submitted, a **G9 Protection Module will be shipped directly to you**, as well as service center instructions and other vital information.

- 2) **Schedule an installation appointment with a Pleasure-Way dealer/service center.**

For dealer locations, visit <https://pleasureway.com/shopping-tools/locate-a-dealer/> . If you are not able to make an appointment with one of these facilities, please schedule an appointment with an RV Service Center of your choice.

- 3) **Take the G9 Protection Module which was sent you to the service center for installation.**

The repair will be completed at **NO CHARGE** to you. The dealer or repair facility of your choice will contact Spyder Controls Corp. for payment per the instructions provided with the G9 Protection Module. This installation should take 15 to 30 minutes to complete.

If you have any installation questions, contact Spyder Controls at 1-877-977-2752 for additional information.

Leased Vehicle:

If you have leased out the vehicle, you as the current owner shall send to the lessee a copy of the notice and any subsequent notice within 10 working days after the day on which the notice is received.

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

Our records show that you are the current owner of a 2019-2021 Pleasure-Way Tofino 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. by email warranty@pleasure-way.com or call 1-800-364-0189, or contact Spyder Controls Corp. at PWG9Recall@spydercontrols.com or call [1-877-977-2752](tel:1-877-977-2752).

If after having attempted to take advantage of this recall you believe you have not been able to have your unit remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or call the toll-free vehicle safety hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Our customers' safety is our most important priority.

Sincerely,

Spyder Controls Corp and Pleasure-Way Industries Ltd.