



IMPORTANT SAFETY RECALL

January 6, 2023

RE: **NHTSA Campaign Number 22E-094**

Carefree of Colorado Freestyle Awning Part No. 015933-002

Dear Valued Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Carefree of Colorado (“Carefree”) has decided that a defect which relates to motor vehicle safety may exist in certain Freestyle right-hand gearbox motor housing assemblies (the “Gearbox Housings”) in production from February 27, 2020 to November 1, 2022 and is sending you this notice to alert you to that concern since you may own a Carefree awning containing this housing.

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 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 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, at no cost to you, additional support for the internal components of the Gearbox Housing, which will alleviate the risk outlined in this notice.

What if you already paid for this repair?

If you previously paid for a repair addressing the issue described in this notice, then you still need to have your vehicle inspected by an authorized dealer to ensure that the correct replacement parts were used.

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

Refund requests may be sent directly to Carefree of Colorado, 2145 W. 6th Avenue, Broomfield, CO 80020. When mailing your refund request, please include a copy of your original repair receipt and any other supporting documents evidencing that a repair was made.

What should you do?

Beginning January 23, 2023, owners should bring their motor homes to their RV dealerships so the awning and Gearbox Housing can be inspected. If, during the inspection, no crack is observed in the Gearbox Housing, additional supports will be installed. If, however, a crack in the Gearbox Housing is observed, a new Gearbox Housing with reinforcements already in place will be installed. Carefree estimates the time reasonably necessary to perform the inspection and additional support installation and/or Gearbox Housing replacement to be up to approximately forty-five (45) minutes.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 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>, if you believe that (i) Carefree has failed or is unable to remedy the problem without charge; or (ii) Carefree has failed or is unable to remedy the problem without charge within a reasonable time, which is not longer than 60 days in the case of repair after the owner's first tender to obtain repair following the earliest repair date specified in the notification, unless the period is extended by Administrator.

Carefree thanks you again for your cooperation and understanding.



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