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Lacombe, AB T4L 1Y9

302 Portage Ave
Saskatoon, SK S7J 4C6

Safety Recall: 22V585
Pleasure-Way Industries, Ltd.
August 19, 2022

IMPORTANT SAFETY RECALL

Dear **Owner**

This applies to your Plateau TS VIN# Chassis VIN # XXXXXXXXXXXXXXXXXXXX.

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

Pleasure-Way has decided that a defect which relates to motor vehicle safety exists in certain 2021.5 – 2022 Pleasure-Way **Plateau TS** motorhome equipped with Spyder Controls DCF4 circuit board. Our records show your unit is affected by this recall.

Reason for this recall The DCF 4 Circuit board labeled for 30A Max fuse holders were equipped with fuse pins rated at a max of 20A continuous load. The DCF4 circuit board is dedicated to the fridge operation. The Fridge in the Plateau TS when operating in the DC mode can draw up to 20A continuously which can result in the 30A fridge fuse, fuse pins and fridge wire to overheat.

If the 30A fuse, fuse pins, and fridge wire do overheat it could create a thermal incident. This may cause a fire and could result in property damage, personal injury, or death.

Recall Remedy Remove the fridge wiring and fridge fuse from the DCF4 circuit board, install a dedicated 30A fused relay for the fridge operating directly from the switched DC power source. Label the DCF4 circuit board; “Max 20A Fuse Do Not Add Extra Fuses”.

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 30 A Fused relay. This installation should take 1.0 hrs to complete.

What should you do?

- 1) Go to the Spyder Controls Corp recall website at www.PWDCF4recall.com and enter your VIN number and shipping address.**

Once your information has been submitted, **the 30 Amp Fused relay and New Labeling 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 30 Amp Fused relay and New Labeling which was sent you to the service center for installation.

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 2021.5 - 2022 Pleasure-Way Plateau TS 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 .

What if you have 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 with a reimbursement request by email to warranty@pleasureway.com or by mail to Pleasure-Way Industries Ltd, 302 Portage Ave, Saskatoon, SK S7J 4C6

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 DCF4recall@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.