

EVER GREEN

RECREATIONAL VEHICLES

July __, 2013

«CUSTOMER»

«STREET»

«CITY», «ST» «ZIP»

VIN#: «_VIN_»

SAFETY RECALL CAMPAIGN NOTICE

NHTSA Recall Number 13V-295

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

EverGreen Recreational Vehicles, LLC (“EverGreen”) has decided that a defect which relates to motor vehicle safety exists in certain 2013 model year Bay Hill fifth wheel trailers manufactured by Evergreen RV. On these trailers, the motor driven power awning manufactured by Dometic Corporation (Dometic) may unexpectedly unravel while the trailer is either parked or in transit. According to the information contained in our records, your Bay Hill fifth wheel trailer with the vehicle identification number (VIN) set forth above contains a potentially defective power awning. ,

Descripton of Defect.

As a result of the potential improper installation of the motor assembly used in the power awning assemblies manufactured by Dometic, two screws located in the motor assembly may experience abnormal torque that can potentially result in the shearing of the screws inside the awning roller tube and enable the fabric of the awning to possibly unravel while the fifth wheel trailer is either parked or in transit, increasing the risk of personal injury or a vehicle crash. The foregoing condition, if it exists within the awning assembly, will likely not be apparent upon a visual inspection of the awning assembly. As a result, the foregoing malfunction may occur without any prior notice.

Remedy of Defect.

The program to be implemented by EverGreen to remedy the defect includes this notification to all registered owners of the subject 2013 Bay Hill fifth wheel trailers. EverGreen has provided a service bulletin to all of its dealers with a description of the procedures necessary to remedy this defect. The remedy being undertaken by EverGreen is the replacement of the defective motor assembly at no charge to you. This replacement must be done by a certified Dometic service center or Evergreen authorized service center.

10758 C.R. 2, P.O. Box 52 • Middlebury, IN 46540

Phone: (574) 825-4298 • Fax: (574) 825-4299 • GoEverGreenRV.com

Scheduling and Time Frame for Remedy.

To schedule the replacement of the defective motor assembly on your 2013 Bay Hill series Fifth Wheel trailer, you will need to contact either the nearest EverGreen dealer or you may contact EverGreen directly at 1-574-825-8054 or by email at service-warranty@goevergreenrv.com. Although the replacement motor assembly will be available to your EverGreen dealer or independent service center, you must allow time for the dealer or service center to order the replacement motor assembly when you schedule the appointment to obtain such replacement. While the time necessary to replace the motor assembly is expected to take approximately 1.0 hours, your dealer or independent service center may require you to leave your fifth wheel trailer for a longer period of time to allow for the scheduling of such replacement.

If you experience difficulties with this recall campaign or are otherwise unable to comply with this notice, you may contact the Consumer Service Department at EverGreen at 1-574-825-4298, or service-warranty@goevergreenrv.com. If EverGreen is unable to remedy the defect without charge, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, 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>.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the defective motor assembly that is associated with this recall campaign. For more information, contact EverGreen at 1-574-825-4298 or at service-warranty@goevergreenrv.com

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We apologize for any inconvenience this recall campaign may cause you. As always our first priority is the safety of our valued customers.

Sincerely,

Tony Chupp
Director of Service
EverGreen Recreational Vehicles, LLC
10758 County Road 2
Middlebury, IN 46540