

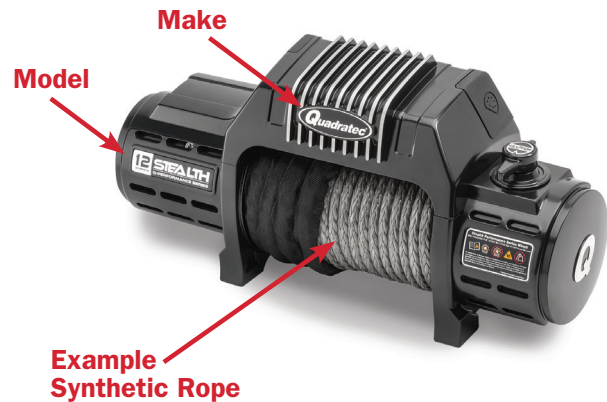
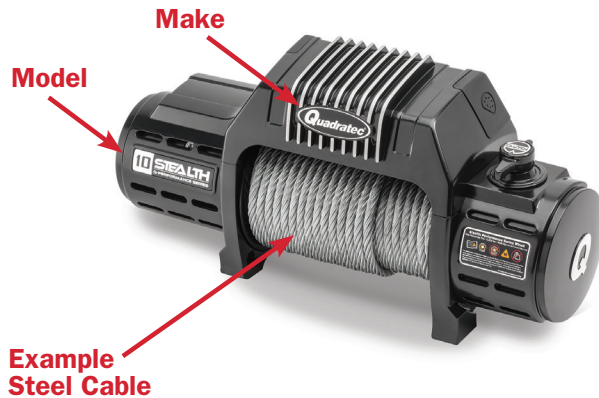
# IMPORTANT SAFETY RECALL 20E-067

**This equipment recall applies to your vehicle if it is equipped with a Quadratic 10,000lbs or 12,000lbs Q-Performance Stealth Series Winch described below.**

Dear Quadratic Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Quadratic has decided that a defect which relates to motor vehicle safety may exist in certain replacement equipment: **Quadratic 10,000lbs & 12,000lbs Q-Performance Stealth Series winches with either steel cable or synthetic rope; Part Numbers: 92122.4010, 92122.4011, 92122.4020 & 92122.4021** sold directly by Quadratic between approximately September 26, 2018 and September 4, 2020. Other Quadratic winches or parts are not involved in this recall campaign. Parts are now available to repair and upgrade your winch. Please review the contents of this letter and arrange free return of your winch to Quadratic by use of the return shipping form available at [www.quadratic.com/Stealth-Winch-Recall](http://www.quadratic.com/Stealth-Winch-Recall) (See further details: "what should you do below").

Our records indicate that you purchased a **10,000lbs or 12,000lbs Q-Performance Stealth Series Winch that is covered by this recall**. If you are a lessor of a vehicle and purchased/or equipped the leased vehicle with one of these winches you should send a copy of this notice to the lessee as required by 49 CFR Sec. 577.7(a)(2)(iv). If you have sold this winch or the vehicle with the winch, please forward this notice to the new owner and contact Quadratic at [recall@quadratic.com](mailto:recall@quadratic.com) with the new owner's address.



## ⚠ WARNING ⚠

**THIS IS AN IMPORTANT SAFETY RECALL.**

To identify if your winch is subject to this recall, see part numbers and photos listed above.

**TO AVOID RISK OF SERIOUS INJURY OR VEHICLE DAMAGE:** While wearing safety glasses disconnect the winch power cable from battery terminals. (Button linking remote controller or controller itself does not turn power off).

**DO NOT USE RECALLED WINCH UNTIL REPAIRED BY QUADRATIC.** In an emergency, reconnect to battery terminals for each winch operation. Immediately disconnect winch from battery terminals when not in use. Follow all other warnings in your Self-Recovery Winch Operators Guide and your vehicle owners manual.

### **What is the Problem?**

*The defect is in certain winches, expansion or movement of circuits within the potted/sealed CPU/switch unit is suspected of bridging circuit insulators permitting power to flow to the winch motor. Unprompted winch operation creates a safety risk and/or risk of damage to winch or vehicle before power to winch is cutoff by removing cable to the battery. Spontaneous winch operation may further lead to crash or injury during self-recovery or on highway. This defect is suspected of occurring in areas of high ambient temperatures but other weather and use conditions may also be factors. 10,000lbs & 12,000lbs winches with this defect may risk uncommanded operation without prior warning or preceded by the sound of the motor under load.*

### **What Should you do?**

*Your winch will need to be returned to Quadratec (free of charge) so that the CPU/switch unit can be replaced with an updated design. To begin the process, visit and fill out the form on [www.quadratec.com/Stealth-Winch-Recall](http://www.quadratec.com/Stealth-Winch-Recall). We will send you the packaging, shipping label and instructions for you to send your winch back. Quadratec will update you by email throughout the process including when your winch is shipped back out to you. Please have proof of purchase available. Quadratec expects to complete repairs to our winch and return it to you within thirty days of receipt. You can check status of repairs and shipping through our website.*

### **What will Quadratec do?**

*Quadratec will remedy this defect without charge by replacement and upgrade of affected parts.*

### **What If I Have Already Repaired A Recalled 10,000lbs or 12,000lbs Q-Performance Stealth Series Winch?**

*All repairs/replacement of CPU's under this voluntary recall are to be performed by Quadratec in the manner described above. However, if prior to receiving this recall notice you experienced the defect described herein and made repairs to the winch CPU, Quadratec will consider reimbursement of your out of pocket costs for materials and labor in addition to return and replacement with the Quadratec supplied redesigned CPU provided by this recall. Please contact Quadratec via email at [recall@quadratec.com](mailto:recall@quadratec.com).*

### **What If I Have Other Questions or Need Help?**

*The Quadratec customer service team will be happy to answer any of your questions via email at [recall@quadratec.com](mailto:recall@quadratec.com). After a reasonable time if you still are unable to obtain the remedy under this recall you may file a complaint with: The Administrator, National Highway 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>.*

*Quadratec apologizes for any inconvenience this voluntary recall may cause; however, our overall concern is safety and your complete satisfaction with our products.*

*Sincerely,*

Your Quadratec Team

