

Dear Costco Member,

Our records indicate that you own a SunSetter vinyl cover supplied with bungee cord tie-downs for a SunSetter motorized retractable awning. SunSetter distributed these covers from June 1999 to January 2019. This letter is an important safety notice about the bungee cord tie-downs for those vinyl covers.

With consumer safety as our top priority and in keeping with our rigorous quality control standards, we are conducting a voluntary recall of the Vinyl Covers for Motorized Awnings with bungee cord tie-downs in cooperation with the U.S. Consumer Product Safety Commission (CPSC). SunSetter is replacing the bungee cord tie-downs with Breakaway Safety Clips.

The voluntary recall addresses the following potential issue: If a motorized awning is left plugged-in and the motor is inadvertently or unknowingly activated with the vinyl cover fastened around the awning with bungee cord tie-downs, the awning could open unexpectedly and forcefully during removal of the bungee cord cover tie-downs. This can pose a risk of serious injury or death to a person who is on a ladder or standing in front of the awning, contrary to the warnings and instructions.

As part of the recall, in cooperation with the CPSC, we are offering Breakaway Safety Clips to secure the cover, as well as instructions for their use and how to safely remove any installed bungee cord tie-downs and dispose of them. SunSetter's Corrective Action Plan has been accepted by the CPSC. We will provide the Breakaway Safety Clips free of charge to you and other affected owners of a SunSetter vinyl cover for a SunSetter motorized retractable awning.

If you own a SunSetter motorized retractable awning with a SunSetter vinyl cover with bungee cord tie-downs, please contact SunSetter toll-free at 1-844-313-0144 from 8 a.m. to 10 p.m. ET daily, by email at [safety-clips@sunsetter.com](mailto:safety-clips@sunsetter.com), or online at [www.sunsetter.com/safety-clips](http://www.sunsetter.com/safety-clips) to register to obtain your free Breakaway safety Clips and instructions for using them on your vinyl cover.

If you do not own a SunSetter vinyl cover supplied with bungee cord tie-downs for a SunSetter motorized retractable awning, then this email does not apply to you. The recall also does NOT impact covers for manually operated awnings – 900/1000, 900XT/1000XT, Manual Oasis and Manual Vista models.

As America's largest manufacturer of deck and patio awnings for over 30 years, SunSetter's comprehensive quality assurance and consumer service programs seek to continuously ensure the quality, safety and durability of all our products.

We apologize to you for any inconvenience and thank you for your cooperation and support. We reaffirm our long-standing commitment to safety and to producing the highest quality and most durable awning products in the industry.

Very Truly Yours,  
Your Friends at SunSetter