



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 ■ 574-389-4600 ■ Fax 574-296-7558

IMPORTANT SAFETY RECALL

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4X4FCRN [REDACTED]	CRF37MB H
4X4FCRN [REDACTED]	CRF37MB H
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4X4FCRN [REDACTED]	CRF37MB H
4X4FCRN [REDACTED]	CRF37MB H

DEFECT/NONCOMPLIANCE:

The GVWR on the hitch head is 15,500 and is less than the GVWR on the Federal Certification Label. There was a clerical error in calculating the GVWR based on the GAWR and Hitch Weight. The sum was used instead of the limiting GVWR of the hitch head at 15,500 pounds.

EVALUATION OF RISK:

There is little safety risk the deviation is from 440 pounds to 635 pounds depending on the model. It is not likely that there would be any noticeable stress on the hitch head.

ACTION:

The replacement parts for the vehicle/towable that are indicated in the above VIN are included in this letter. The labels are located on the road side of the unit, low on the sidewall or on the upper deck of the same side and on the entry door, simply remove the existing labels using a heat gun and stick them on a blank piece of paper and return them to the Warranty Department. Then wipe off the area where the labels were located with isotropic alcohol. Peel the new labels off the backer and carefully place the labels on the side of the unit where the incorrect labels were removed, do not forget the CCC label at the



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entry door. Use a squeegee or damp sponge and smooth out the label. Please photograph the new labels after they are installed and return them along with the labels that were removed to the Warranty Department listed below

The computer system has been corrected so that the labels are printed with the correct GVWR.

SERVICE PROCEDURE:

Dealership Service Department Service Procedures addressing the Cedar Creek Silver Back towable;

The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door.

Wipe off the area where the labels were located with isotropic alcohol.

Peel the new labels off the backer and carefully place the labels on the side of the unit where the incorrect labels were removed, do not forget the CCC label at the entry door.

Use a squeegee or damp sponge and smooth out the label.

Please photograph the new labels after they are installed and file the claim against the provided repair code.

AVAILABILITY OF REMEDY: Upon receipt of this notification, included in this letter.

WHAT IS THE PART NUMBER OF THE REMEDY KIT: N/A

WHAT IS INCLUDED IN THE KIT FOR THE REMEDY:

Description of Part	Quantity Per Kit
Federal Certification Label	1
Tire Information Placard	2
Cargo Carrying Capacity Label	2

PARTS AND RETURN:

Please stick the labels on a blank piece of paper and return them to the Warranty Department.

Cedar Creek
Forest River, Inc.
Attn: George Oliver
501 Hawpatch Dr,



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IMPORTANT SAFETY RECALL

Topeka, Indiana 46571

Dealer Reference Codes:

<u>UNITED STATES & CANADA</u>	<u>REPAIRE CODE</u>	<u>DESCRIPTION</u>	<u>ALLOWABLE HOUR(S)</u>
15V484	10-000484	Remove/Replace Fed. Cert.	.1

HELPFULL CONTACT INFORMATION:

George Oliver	WARRANTY MANAGER	(260) 593-2417	goliver@forestriverinc.com
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The Recall/Technical Service Bulletin shall be considered priority to remedy the Cedar Creek – Silver Back towable in question. **The retail consumer shall not be charged** any amount of monies for repair/remedy to their Cedar Creek – Silver Back towable that are covered under this Recall/Technical Service Bulletin.

If your dealership has already preformed the repair/remedy to Cedar Creek – Silver Back towable, your dealership is entitled to the reimbursement as stated above; if the repair/remedy had been performed on an out of warranty Cedar Creek – Silver Back towable in which the VIN number falls under as stated in the opening paragraph where no warranty claim has/had been filed against the VIN number and the consumer paid for the repair/remedy personally. Please contact your Warranty Manager within Forest River to arrange the reimbursement. Proof of repair/remedy shall be required.

Federal regulation requires that any lessor receiving this Recall/Technical Service Bulletin must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.