



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

Date: November 13, 2015

Recall Number: NHTSA: 15V741 / CANADA: N/A

Article Number: 37-11052015-0106

Dear Valued Forest River Dealer,

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained within this section–

Forest River – Corporate Compliance has decided that a safety defect/noncompliance in certain Surveyor SVT243RBS and ORSVT243RBS exists. Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety, continued satisfaction and our commitment to build great products are of the utmost importance to Forest River.

The identified VIN numbers are listed below.

The identified Date range of production is: June, 2015 through November, 2015

East Coast SVT243RBS		
VIN	Serial	Model
4X4TSVZ [REDACTED]	SVL026823	SVT243RB S
4X4TSV [REDACTED]	SVL027093	SVT243RB S
4X4TSVZ [REDACTED]	SVL027159	SVT243RB S
4X4TSVZ [REDACTED]	SVL027424	SVT243RB S
4X4TSVZ [REDACTED]	SVL027425	SVT243RB S
4X4TSV [REDACTED]	SVL027426	SVT243RB S
4X4TSV [REDACTED]	SVL027427	SVT243RB S
4X4TSVZ [REDACTED]	SVL027428	SVT243RB S
4X4TSVZ [REDACTED]	SVL027429	SVT243RB S
4X4TSVZ [REDACTED] 0	SVL027430	SVT243RB S
4X4TSVZ [REDACTED]	SVL027431	SVT243RB S
4X4TSVZ [REDACTED]	SVL027432	SVT243RB S



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West Coast ORSVT243RBS		
VIN	Serial	Model
4X4TSVZ [REDACTED]	SV2474422	ORSVT243RBS
4X4TSV [REDACTED]	SV2474413	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474414	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474415	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474421	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474473	ORSVT243RBS
4X4TSV [REDACTED] 8	SV2474478	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474471	ORSVT243RBS
4X4TSV [REDACTED]	SV2474472	ORSVT243RBS
4X4TSV [REDACTED]	SV2474474	ORSVT243RBS
4X4TSV [REDACTED]	SV2474479	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474476	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474475	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474480	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474477	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474416	ORSVT243RBS
4X4TSV [REDACTED]	SV2474418	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474417	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474419	ORSVT243RBS
4X4TSVZ [REDACTED]	SV2474420	ORSVT243RBS

DEFECT/NONCOMPLIANCE:

The noncompliance is the Federal placard indicating the tire size and rim size has been incorrectly stated. The Federal placard states a ST225/75R15C tire and rim where installed onto the vehicle. However, the actual installed tire and rim is ST205/75R14C.

EVALUATION OF RISK:

The risk involved is if an individual solely derived the tire and rim size from the Federal placard, the individual would install an over-sized tire that will bear more load than the rest of the tires. This would lead to ill handling of the vehicle, potential for tire contact with the floor or wheel-well, reduced life of the bearings in all of the hubs as the vehicle would be out of alignment, and potential loss of the tire. This will also increase the risk of a crash.

ACTION:

The new Federal placard issued by OCC will indicate the correct tire and rim combination. On November 5, 2015, the manufacturing plant provided a revised weight sheet with the corrected tire size and rim combination to engineering and entered into the corporate weight system.



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SERVICE PROCEDURE:

Dealership Service Department Service Procedures addressing Surveyor SVT243RBS and ORSVT243RBS.

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: Included with 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:

No

Dealer Reference Codes:

<u>UNITED STATES & CANADA</u>	<u>REPAIRE CODE</u>	<u>DESCRIPTION</u>	<u>ALLOWABLE HOUR(S)</u>
15V741	20-000741	R/R Federal Placard	.10



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HELPFULL CONTACT INFORMATION:

Susan Thornberg	WARRANTY MANAGER	(574) 642-3119 Ext. 205	sthornberg@forestriverinc.com
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The Recall/Technical Service Bulletin shall be considered priority to remedy the Surveyor SVT243RBS and ORSVT243RBS in question. **The retail consumer shall not be charged** any amount of monies for repair/remedy to their Surveyor SVT243RBS and ORSVT243RBS that are covered under this Recall/Technical Service Bulletin.

If your dealership has already preformed the repair/remedy to Surveyor SVT243RBS and ORSVT243RBS, your dealership is entitled to the reimbursement as stated above; if the repair/remedy had been performed on an out of warranty Surveyor SVT243RBS and ORSVT243RBS 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.