



## IMPORTANT SAFETY RECALL

Date: November 3, 2015

National Highway Traffic Safety Administration Recall Number: 15V659

Transport Canada Recall Number: N/A

Forest River Campaign Recall Number: 37-10142015-0098



This Notice Applies to Your Vehicle/Trailer VIN listed on the label above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River – Corporate Compliance has decided that a defect, which relates to the motor vehicle safety, exists in certain 2016 model year Surveyor SVT321BHTS, SVT32RETS, SVT32RLTS, SVT33RETS & SVT33RLTS

Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle/trailer recall remedy completed is extremely important to Forest River and the National Highway Traffic Safety Administration. By completing your recall notice with your dealer, you will have made the Nation's highways and campgrounds safer, one family at a time.

### What is the defect?

During the installation of the slide mechanism(s) and slide rooms, manufacturing incorrectly connected the power wire of the slide mechanism(s) 12V motors to a 30AMP breaker. This power wire was connected to the "Power In" side of the 30AMP breaker lug. This power wire should have been connected to the 30AMP breaker lug – "Power Out". Thus, the slide mechanism motors do not have overcurrent protection.

### Evaluation of the risk to the vehicle/towable related to the recall.

The risk of having the slide mechanism motor power wire hooked to the "Power In" lug of the 30AMP breaker is that the slide motors will draw excessive amperage while under load. The coefficient of friction of the slide seals creates resistance on the room as it travels in and out and when the slide room seals in the extended or retracted position creating an amperage increase. This amperage increase bypasses the 30AMP breaker exposing the wiring and motor to amperage that will cause the motor to fail, melt the power wire, and increase the risk of a fire.



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### What is Forest River and our Dealerships going to do?

The replacement parts for your vehicle/towable are available upon receipt of this letter.

Forest River is notifying dealerships of the recall. You may have the recall remedied at any Forest River dealership, however it is preferable if you have your selling dealership perform the remedy. Your cost for the remedy is completely covered by Forest River, you will not receive any bill of sale for anything covered under the above recall number.

### What should you do?

Please call your dealer without delay and request a service appointment. Forest River wants you to have this safety recall completed on your vehicle/towable. The vehicle/towable owner is responsible for making arrangements to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle/towable and provide the recall number and Forest River Campaign Number for the dealership. You do not need the Owner's Letter to have your vehicle/towable remedied. It is however, helpful to the dealership to receive this copy when you take your vehicle/towable in for the recall remedy.

You may also visit: [www.forestriverinc.com](http://www.forestriverinc.com) for dealer locations.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### How long will the remedy process take?

The estimated time of repair is 1.00 hours. However, the dealership may need to keep your unit for a period of time in order to fit into their normal service schedule. Please maintain contact with your dealer if you desire on the status of repairs.

### What if you have previously paid for repairs to your vehicle/towable for this specific condition?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for service completed directly involved and described in this letter.

Please send the service invoice to the following address:

Surveyor R.V.  
Forest River, Inc.  
Attn: Susan Thornberg  
2405 Century Drive  
Goshen, Indiana 46528



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### What if you no longer own this vehicle?

If you no longer own this vehicle, and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.

### Can Forest River assist you further?

If you have difficulties getting your vehicle/towable repaired promptly, please maintain contact with your dealership. If you still have concerns, please contact your Forest River Representative listed below:

Susan Thornberg	WARRANTY MANAGER	(574) 642-3119 Ext. 205	sthornberg@forestriverinc.com
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If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety  
Hotline at 1-888-327-4236 or  
(TTY: 1-800-424-9153)  
Or visit [www.safercar.gov](http://www.safercar.gov) and search  
Recall ID: 15V659

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (819) 994-3240  
Facsimile (819) 994-3372

Recall ID: N/A

Sincerely,  
Forest River, Inc.  
Office of Corporate Compliance