

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 17V129  
CANADA RECALL: 2017-139

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<DEALERTNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

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## **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 in this section-*

### **CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5**

*Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law.*

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2017 Rockwood – RLT2104S, WRLT2104S & RLT2504S-W and Flagstaff - FLT21DS & WFLT21DS travel trailers. Forest River is recalling the defect 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 building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is January, 2017 through February, 2017.

#### **DEFECT/NONCOMPLIANCE:**

The slide room actuator and mounting bracket do not provide 3½” of clearance, without any load applied to the axle/tire (ie: With the vehicle lifted with a jack until the tire is no longer on the ground), in the direct path of tire tread surface for the driver’s side front tire. When the vehicle is not pulled level, or the vehicle experiences any torsional suspension event, there is an elevated risk the tire will contact the slide mounting head.

#### **EVALUATION OF RISK:**

If the slide room mounting bracket contacts the tire it may cause a rapid deflation which can lead to a loss of a tire which may increase the potential to lose of control of the vehicle, increasing the potential for a crash.

#### **SERVICE PROCEDURE:**

Please see and review thoroughly the attached/included remedy instructions.

#### **AVAILABILITY OF REMEDY:**

The remedy for this recall is available for order through Rockwood/Flagstaff Parts & Warranty.

#### **WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

Slide Arm Head Mount Offset

#### **PARTS AND RETURN:**

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

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## DEALER REPAIR CODES:

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
17V129	N/A	20-000129	R/R SLIDE HEAD MOUNTING BRACKET	1.00 HRS
N/A	2017139	20-000130	R/R SLIDE HEAD MOUNTING BRACKET	1.00 HRS

## HELPFUL CONTACT INFORMATION:

CUSTOMER SERVICE	574-642-8943
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The Recall shall be considered the utmost priority to remedy the 2017 Rockwood – RLT2104S, WRLT2104S & RLT2504S-W and Flagstaff - FLT21DS & WFLT21DS travel trailers in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2017 Rockwood – RLT2104S, WRLT2104S & RLT2504S-W and Flagstaff - FLT21DS & WFLT21DS travel trailers listed under this Recall.

If your dealership has already performed the remedy to 2017 Rockwood – RLT2104S, WRLT2104S & RLT2504S-W and Flagstaff - FLT21DS & WFLT21DS travel trailers, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2017 Rockwood – RLT2104S, WRLT2104S & RLT2504S-W and Flagstaff - FLT21DS & WFLT21DS travel trailers in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

### Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

**Federal Regulation requires that any lessor receiving this Recall 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.**

Sincerely,



Keith Fisher  
Forest River, Inc.  
Engineer  
Office of Corporate Compliance