

# IMPORTANT SAFETY RECALL



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

## FOLLOW-UP NOTICE OF SAFETY DEFECT

NHTSA RECALL: 18V051  
CANADA RECALL: 2018-084  
FR ID: 51-0610

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

Our records indicate your vehicle has **not** been remedied; for your Safety and the Safety of others, please have your vehicles' recall remedied as soon as possible.

<<VIN>>  
<<OWNER NAME/DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

This Notice applies to your vehicle VIN listed 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 (US) and the Motor Vehicle Safety Act (Canada). Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2017 – 2018 Palomino SoAire, 2018 Rockwood, 2018 Flagstaff, 2018 Viking, 2017 – 2018 XLR ToyHauler and 2018 Freedom Express travel trailer recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

### **WHAT IS THE DEFECT/NONCOMPLIANCE?**

According to the recall notice provided by Lippert Components; “Cracking or separation of the laminated plastic touch pad on top of the electronic tongue jack.”

### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

According to the recall notice provided by Lippert Components; “In the event the laminated plastic touch pad cracks or separates there is a possibility of water intrusion which could affect the electronics, and in rare circumstances cause the tongue jack to automatically retract or extend.” If the tongue jack retracts or extends unexpectedly, there could be an increased risk of a crash or injury.

### **WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?**

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

### **WHAT SHOULD YOU DO?**

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

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

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .50 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

### **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

# IMPORTANT SAFETY RECALL

ROCKWOOD/FLAGSTAFF  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
201 West Elm Street  
Millersburg, IN 46543

XLR TOYHAULER  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2421 Century Dr.  
Goshen, IN 46528

VIKING RV  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
580 WEST BURR OAK ST.  
CENTREVILLE, MI 49032

FREEDOM EXPRESS  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
423 N MAIN ST.  
MIDDLEBURY, IN 46540

PALOMINO RV  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1047 E M-86  
COLON, MI 49040

## **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 within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

**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.**

## **WHAT IF I HAVE ALREADY HAD THIS RECALL PERFORMED?**

Please provide a copy of the work order, or invoice showing the repair was performed. Please ensure the VIN is visible on the paperwork and send it to:

Email: [occinfo@forestriverinc.com](mailto:occinfo@forestriverinc.com)

Mail: Forest River Office of Corporate Compliance  
423 N Main St Middlebury, IN 46540

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
LIPPERT CUSTOMER SERVICE	(574) 537-8900
ROCKWOOD/FLAGSTAFF	(574) 642-5164
XLR TOYHAULER	(574) 642-0432
VIKING	(269) 467-4600
FREEDOM EXPRESS	(574) 825-8205
PALOMINO SOLAIRE	(269) 432-3246

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:

### **For US Owners Please Contact:**

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: 18V051

### **For Canadian Owners Please Contact:**

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

Telephone (800) 333-0510  
Facsimile (819) 420-4292

Recall ID: 2018-084

Sincerely,  
*Cherie Schmucker*  
Forest River, Inc.  
Office Manager  
Office of Corporate Compliance