

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 18V827
FR ID# 10C-1116

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

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

November 19, 2019

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. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2020 – Rockwood - RLF8298KS and Flagstaff - FLF8529RLS travel trailer recreational vehicles. 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 October 2019 through October 2019.

DEFECT/NONCOMPLIANCE:

During a full jounce of the tires’ suspension system, the tire may encounter the steel chassis outrigger and may result in tire failure.

EVALUATION OF RISK:

During a full jounce of the tires’ suspension system, the tire may encounter the steel chassis outrigger and may result in tire failure. This could increase the chance of loss of vehicle control and increase the risk of a crash.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing this recall, please review and follow the included remedy instructions.

AVAILABILITY OF REMEDY:

The remedy for this recall is available upon receipt of this notice.

WHAT IS THE PART NUMBER OF THE REMEDY KIT?

F100159361

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: Dealer Central

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
19V827	N/A	10-19V827	Modify current outrigger and install new outrigger	.75 HRS

OR

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
19V827	N/A	RC-084-09--003311	Modify current outrigger and install new outrigger	.75 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE/EMAIL
FLAGSTAFF/ROCKWOOD CUSTOMER SERVICE	(574) 642-8943
FLAGSTAFF/ROCKWOOD CUSTOMER SERVICE	flagstaffcustomerservice@forestriverinc.com
FLAGSTAFF/ROCKWOOD CUSTOMER SERVICE	rockwoodcustomerserviceforestriverinc.com

The Recall shall be considered the utmost priority to remedy the 2020 – Rockwood - RLF8298KS and Flagstaff - FLF8529RLS travel trailer recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2020 – Rockwood - RLF8298KS and Flagstaff - FLF8529RLS travel trailer recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2020 – Rockwood - RLF8298KS and Flagstaff - FLF8529RLS travel trailer recreational vehicles, 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 2020 – Rockwood - RLF8298KS and Flagstaff - FLF8529RLS travel trailer recreational vehicles 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,



Forest River, Inc.
Engineer

Office of Corporate Compliance