

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V604

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

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

08/26/2019

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 2019 model year Rockport RPAA1470 Work Trucks.

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

According to the defect notice received from ULIN: “Our manufacturer discovered that the automated robotic welding system used for the Bulk Storage Beams could, on rare occasions, weld incorrectly. The weld bead that connects the beam and the beam ends may not be centered between the components, leaving gaps or bubbling in the weld.”

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

According to the defect notice received from ULIN: “As a result, the beam may fail when loaded.” Increasing the risk to personal injury and property damage.

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

The remedy for this recall is available upon receipt of this notification. Forest River is notifying dealerships of the recall and providing dealers with the remedy instructions. 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 without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arrangements 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 2.00 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:

Rockport  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2323 Middlebury St.  
Elkhart, IN 46516

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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 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.**

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

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

CONTACT	PHONE
Uline Customer Service	(800) 295-5510
Uline Customer Service	customer.service@uline.com
Rockport Customer Service	(574) 327-2392

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: 19V604

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