

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V360
CANADA RECALL: 2020-278
FR ID: 47-1175

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

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

6/26/2020

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 Surveyor 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 04/16/2019 through 03/06/2020.

DEFECT/NONCOMPLIANCE:

The furnace may not be properly secured inside the furnace cabinet.

EVALUATION OF RISK:

The furnace not being secured may allow the furnace to move freely inside the cabinet and possibly detach from the exhaust vent, which may allow carbon monoxide to enter the vehicle, which may lead to carbon monoxide poisoning, personal injury or death.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the inspection and/or securement of furnace is located on Dealer Connect

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V360	2020-278	RC-024-05-00-003485	Inspect securement of furnace	.25 hr.
20V360	2020-278	RC-024-12-00-003486	Inspect and secure furnace	1.0 hr.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-3119 Option 2

IMPORTANT SAFETY RECALL

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

If your dealership has already performed the remedy to 2020 Surveyor 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 Surveyor 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,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance