

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V376
CANADA RECALL: 2020-293
FR ID# 10B-1185

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

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

<<DATE>>

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.

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a noncompliance, which relates to the motor vehicle safety exists in certain 2020-2021 Rockwood RLT2205S-W travel trailer recreational vehicles fail to comply with the requirements of *Federal Motor Vehicle Safety Standard (FMVSS) number 567, “Certification”*. Additionally this non-compliance fails to meet the requirements of *Canadian Motor Vehicle Safety Regulations; Part 567 “Certification”*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The Federal Placard indicates the front axles' Gross Axle Weight Rating (“GAWR”) is 5,080 lbs. whereas the actual GAWR is 3,080 lbs.

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

An operator may overload the front axle due to the inaccurate Gross Axle Weight Rating listed on the Federal Placard which, could cause loss of vehicle control, resulting in a crash, property damage, or injury.

DEALER SERVICE PROCEDURE

Federal Placard Installation:

- The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door;
- Wipe off the labels with isotropic alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels

DEALER REPAIR CODES: DEALER CONNECT

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V376	2020-293	RC-002-03-00-003490	INSTALL FEDERAL PLACARD	.10

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 of receiving this notice. 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.

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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/EMAIL
CUSTOMER SERVICE	(574) 642-8943
	rockwoodcustomerservice@forestriverinc.com

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 and search;
Recall ID: 20V376

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: 2020-293

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