

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V029  
CANADA RECALL: NONE  
FR ID: 51-1123

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

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

1/22/2020

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 *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 defect, which relates to the motor vehicle safety, exists in certain 2014-2019 Rockport Work Trucks. 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?**

The roof and front cap were inconsistently fastened together which may cause the roof to detach from the cap allowing the roof to break and detach from the vehicle.

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

The roof may detach from the cap allowing the roof to break and detach from the vehicle, which may lead to a crash, property damage and/or personal injury.

### **WHAT IS FOREST RIVER ROCKPORT GOING TO DO?**

Forest River is notifying dealerships of the recall. You may have the recall corrected to address the roof securement at your selling dealer or any Rockport authorized service center. All parts and services associated with the recall will be provided to you free of charge. In other words, Forest River Rockport completely covers your cost for the remedy and you will not receive any bill of sale for anything covered under the above recall number.

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

Please contact your selling dealer or authorized Rockport service center without delay and request a service appointment to schedule the free remedy to address the roof securement. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of a recall that applies to 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.

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

The estimated time of repair is 1.0 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 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.**

## MAY FOREST RIVER ASSIST YOU FURTHER?

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

CONTACT	PHONE
CUSTOMER SERVICE	574-327-2392

If you are still having difficulty getting your vehicle 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: 20V029

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