

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V442  
CANADA RECALL: 2021-371  
FR ID: 77-1361

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

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

06/21/2021

## **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 2021 IBEX 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 05/19/2021 through 06/02/2021

### **DEFECT/NONCOMPLIANCE:**

The shackle nuts may not be tight. This condition can allow the shackle nuts to rotate off the shackle bolt.

### **EVALUATION OF RISK:**

Insufficient tightening of the shackle nuts may cause the axle/suspension to detach from the vehicle, which may cause loss of vehicle control which may lead to a crash, property damage, personal injury or death.

### **SERVICE PROCEDURE:**

Dealership Service Department Service procedures for addressing the shackle nut(s) is located on Dealer Connect.

### **WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

F100272630

### **Prior Authorization is required**

### **DEALER REPAIR CODES: Dealer Connect**

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V444	2021-371	RC-005-05-00-004073	INSPECT SHACKLE NUTS PER INSTRUCTIONS	.50 HRS
21V444	2021-371	RC-005-12-00-004074	REMEDY SHACKLE NUTS PER INSTRUCTIONS	1.00 HRS

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
IBEX CUSTOMER SERVICE WARRANTY	(574) 642-1601
IBEX PARTS	(574) 642-1600

# IMPORTANT SAFETY RECALL

The Recall shall be considered the utmost priority to remedy the 2021 IBEX Travel Trailer in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021 IBEX Travel Trailer listed under this Recall.

If your dealership has already performed the remedy to 2021 IBEX Travel Trailer, 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 2021 IBEX Travel Trailer 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