

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V877  
CANADA RECALL: 2021-692  
FR ID# 17A-1439

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

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

November 2021

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 noncompliance, which relates to the motor vehicle safety, exists in certain 2021-2022 Cherokee travel trailer recreational vehicles fail to comply with the requirements of *Federal Motor Vehicle Safety Standard* (FMVSS) number 110, “Tire & Rim Selection,” and 49 CFR Part 567 “Certification.” Additionally, this non-compliance fails to meet the requirements of Canadian *Motor Vehicle Safety Regulations*; 110, “Tire & Wheel Selection.” 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 incorrectly indicates that there is 5,100 lbs. axles and ST225/75R15/E tires installed. As well as an incorrect Gross Axle Weight Rating (GAWR) and Cargo Carrying Capacity (CCC).

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

An operator may overload the vehicle unintentionally by looking at the Gross Axle Weight Rating printed on the Federal Placard. An overloaded vehicle may lead to loss of control, which may lead to a crash.

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

The remedy for this recall is included with this notification. Forest River has notified dealerships of this recall and have provided them with remedy instructions to install these Federal Placards if you are uncomfortable installing them yourself. 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?**

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 isopropyl alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels

If you are not comfortable with installing these labels:

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging 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 .10 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.

# IMPORTANT SAFETY RECALL

## DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V877	2021-692	RC-002-01-00-004119	INSTALL FEDERAL PLACARD	.10

### **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:

Cherokee  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1500 North Detroit St.  
LaGrange, IN 46761

### **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.

**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	(260) 499-2100

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: 21V877

#### **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: 2021-692

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