

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V236
CANADA RECALL: 2021-201
FR ID: 10C-1319

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

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

5/7/2021

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 defect, which relates to the motor vehicle safety, exists in certain 2021 Rockwood and Flagstaff Fifth Wheel recreational vehicles. 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 pin box may be under-rated for the Gross Vehicle Weight Rating of the vehicle.

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

A pin-box that is not rated for the correct Gross Vehicle Weight Rating may fail, which may lead to a crash, injury and/or property damage.

WHAT SHOULD YOU DO?

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 for dealer locations.

Or

If you are comfortable with the option below, please feel free to proceed with identifying the Pin Box prior to towing the vehicle. In order to identify if you have the correct or incorrect Pin Box installed on your Rockwood or Flagstaff recreational vehicle please review the below instructions and photos. If you have the correct Pin Box, please take a photo of the Pin Box from a side view, along with a picture of your Federal Placard and email them to occinfo@forestriverinc.com or mail them to: Office of Corporate Compliance 423 N. Main St Middlebury, IN 46540

Inspection

Inspect the side profile of the pin box to determine if it is a 16K or a 10K pin box.

1. Visually examine the bottom side of the pin box profile.
 - A. If there is a notch (Fig. 1) toward the end of the pin box after the stored wedges, it is a 16K pin box. Replacement is not necessary.
 - B. If there is no notch (Fig. 2) where the bottom edge of the pin box extends in a straight line past the stored wedges, it is a 10K pin box and needs to be replaced.

Fig. 1

Stored Wedges

Notch

16K Pin Box

Fig. 2

Stored Wedges

No Notch

10K Pin Box

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IF AN INCORRECT PIN BOX IS IDENTIFIED please take a photo of the Pin Box from a side view, along with a picture of your Federal Placard and email them to rockwoodcustomerservice@forestriverinc.com or flagstaffcustomerservice@forestriverinc.com an agent will help you understand the options available for replacement. A mobile service may be obtained to perform the work as long as it is pre authorized by Forest River.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. 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. The Pin Box will be inspected and if found to be incorrect, the correctly rated Pin Box will be installed.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .3 to .8 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:

Rockwood/Flagstaff
Forest River, Inc.
Attn: WARRANTY MANAGER
201 West Elm Street
Millersburg, IN 46543

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	Email
CUSTOMER SERVICE	(574) 642-8943	rockwoodcustomerservice@forestriverinc.com flagstaffcustomerservice@forestriverinc.com

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, 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: 21V236

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: 2021-201

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