

# IMPORTANT SAFETY RECALL



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

## FOLLOW-UP NOTICE OF SAFETY DEFECT

Our records indicate your vehicle has **not** been remedied; for your Safety and the Safety of others, please have your vehicles' recall remedied as soon as possible.

NHTSA RECALL: 21V443  
CANADA RECALL: 2021-366  
FR ID: 51-1359

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

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

October 2023

### **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 defect, which relates to the motor vehicle safety, exists in certain 2021 Salem and Wildwood Travel Trailer and Fifth Wheel recreational vehicles fail to comply with the requirements of *Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, reflective devices and associated equipment"*. Additionally, this non-compliance fails to meet the requirements of *Canadian Motor Vehicle Safety Regulations; Part 108 "Lamps, reflective devices and associated equipment"*. 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.

The identified VIN referenced in the attached document(s).

The designated Date range of production is 04/30/2021 through 06/04/2021

### **DEFECT/NONCOMPLIANCE:**

The driver and passenger side clearance lamps (amber and red) fail to meet F/CMVSS 108 for lens reflectivity.

### **EVALUATION OF RISK:**

Without proper reflectivity of the side clearance lamps, the length of the trailer may not be visible to other vehicle operators, which may cause a crash, property damage or injury.

### **SERVICE PROCEDURE:**

Reflector Installation:

STEP 1: Located the amber and red clearance lamps on the driver's side and passenger side of the vehicle. Depending of the length, some vehicles may have two amber clearance lamps (one mid-ship);

STEP 2: Clean the area directly below the amber and red clearance lamps with isopropyl alcohol (an area of 6" x 6");

STEP 3: Apply the matching reflex reflector to the clearance lamp directly below the appropriate clearance lamp and firmly press into place. Ensure there are not bubbles in the reflex sticker. Ensure you apply the reflex reflector - amber to amber and red to red;

STEP 4: There may be up to four, minimum of two amber reflex stickers to apply. There will only be two red reflex stickers to apply.

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## DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V443	2021-366	RC-057-03-00-004075	Install Reflex Stickers	.2 hrs

## HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
SALEM & WILDWOOD CUSTOMER SERVICE	(574) 534-3167

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

If your dealership has already performed the remedy to 2021 Salem and Wildwood Travel Trailer and Fifth Wheel, 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 Salem and Wildwood Travel Trailer and Fifth Wheel 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