

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

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

October 2023

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 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.

WHAT IS THE DEFECT/NONCOMPLIANCE?

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

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

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.

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 reflector stickers 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?

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 any 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.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .20 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.

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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:

Salem/Wildwood
Forest River, Inc.
Attn: WARRANTY MANAGER
1803 Century Dr.
Goshen, IN 46528

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
SALEM & WILDWOOD CUSTOMER SERVICE	(574) 534-3167

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: 21V443

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: 2021-366

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