

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 22V135
CANADA RECALL: 2022-106
FR ID: 51-1485

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

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

March 28, 2022

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 has decided that a safety defect exists in certain 2022 Catalina, Aurora, Cherokee, APEX, Freedom Express, Work n’ Play and XLR Travel Trailers, as well as certain 2022 Cardinal, Cherokee Toy Hauler, Sabre and Vengeance Fifth Wheel 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 2/2/2022 through 3/3/2022

DEFECT/NONCOMPLIANCE:

The lugs on the shore cord inlet may not be tightened properly.

EVALUATION OF RISK:

If the lugs on the shore cord inlet are loose and wire(s) dislodge, the wire(s) may contact/short/arc. This may lead to a fire and personal injury.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

PARTS AND RETURN:

Pictures are required upon inspection and claims should be submitted using the Inspect Job Operation Code through Forest Rivers’ Dealer Connect. If the inlet fails inspection and needs replaced please submit an email with a picture of the removed inlet to p100returns@patrickind.com or call (574) 970-8282 to request a no charge replacement 50 AMP inlet P/N 93379 Submit your claim using the Inspect and Replace Job Operation Code through Forest Rivers’ Dealer Connect. **Pictures of the inspection/remedy are a condition of payment in which must be provided with a claim against the repair code(s). Parts do not need returned.**

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
22V135	2022-106	RC-003-05-00-004162	Inspect Shore Cord Inlet	.25 HRS.
22V135	2022-106	RC-003-01-00-004163	Inspect and Replace Cord Inlet	.50 HRS.

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CATALINA CUSTOMER SERVICE	(574) 825-6241
AURORA CUSTOMER SERVICE	(574) 825-6327
APEX CUSTOMER SERVICE	(574) 825-8205
FREEDOM EXPRESS & WORK N' PLAY CUSTOMER SERVICE	(574) 825-6302
CARDINAL CUSTOMER SERVICE	(574) 296-7700
CHEROKEE & SABRE CUSTOMER SERVICE	(260) 499-2100
XLR CUSTOMER SERVICE	(574) 642-0432

The Recall shall be considered the utmost priority to remedy the 2022 Catalina, Aurora, Cherokee, APEX, Freedom Express, Work n' Play and XLR Travel Trailers, as well as certain 2022 Cardinal, Cherokee Toy Hauler, Sabre and Vengeance Fifth Wheel in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2022 Catalina, Aurora, Cherokee, APEX, Freedom Express, Work n' Play and XLR Travel Trailers, as well as certain 2022 Cardinal, Cherokee Toy Hauler, Sabre and Vengeance Fifth Wheel listed under this Recall.

If your dealership has already performed the remedy to 2022 Catalina, Aurora, Cherokee, APEX, Freedom Express, Work n' Play and XLR Travel Trailers, as well as certain 2022 Cardinal, Cherokee Toy Hauler, Sabre and Vengeance 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 2022 Catalina, Aurora, Cherokee, APEX, Freedom Express, Work n' Play and XLR Travel Trailers, as well as certain 2022 Cardinal, Cherokee Toy Hauler, Sabre and Vengeance 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,
Forest River, Inc.
Office of Corporate Compliance