

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 22V556
CANADA RECALL: 2022-368
FR ID: 51-1532

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

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

August 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 many 2022-2023 Forest River and Coachmen Travel Trailer, Fifth Wheel and Motorhome 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 1/17/2022 through 7/1/2022

DEFECT/NONCOMPLIANCE:

“Per Details of Lippert Recall 22E-055: There may be insufficient weld penetration in some areas between the fabric and the adjoining PVC extruded track. In cases of insufficient welding this can allow the welded seam at the fabric to coach interface to separate, and depending on the amount of separation, could allow the awning to unroll whether retracted or extended.

EVALUATION OF RISK:

In extreme cases the fabric could detach from the coach rail and remain attached to the awning. This could cause the awning to drop and extend beyond normal operation. This could cause injury or a crash.

SERVICE PROCEDURE:

Dealers: it is not necessary to contact Lippert for Prior Authorization. Please follow the procedures listed below and on Dealer Connect. A Claim will need to be filed through Dealer Connect with clear photos of the awning tag and photos for the inspection, as well as of any issues if repairs or replacement is needed.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

Parts: You may contact your Forest River representatives or Lippert Components to place the order if a replacement fabric is needed. Please reference the remedy instructions for part listings.

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
22V486	2022-368	RC-042-05-00-004214	INSPECTION ONLY	.20 HRS
22V486	2022-368	RC-042-15-00-004215	REPAIR OR REPLACEMENT SEE NOTES!	REPAIR .30 HRS. / REPLACE 1.5 HOURS

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HELPFUL CONTACT INFORMATION

CONTACT	PHONE	EMAIL
Prime Time Avenger, Crusader, Lacrosse, Sanibel, and Tracer	(574) 862-1025	
East to West Della Terra, Silver Lake and Ahara	(574) 264-6664	
Cherokee, Sabre, Vengeance	(260) 499-2100	
Rockwood and Flagstaff	(574) 642-8943	rockwoodcustomerservice@forestriverinc.com flagstaffcustomerservice@forestriverinc.com
IBEX, NOBO, RPOD and Surveyor	(574) 642-3119 Option 2	
Salem, Wildwood and Ozark East Coast	(574) 534-3167	
Sierra	(574) 533-3193	sierrawarranty@forestriverinc.com
Sandpiper	(574) 535-1520	sandpiperwarranty@forestriverinc.com
Shasta	(574) 821-1311	
Shockwave, Stealth and Stealth EVO, Sandstorm, Salem and Wildwood West Coast	(909) 873-3777	
APEX and Spirit	(574) 358-0401	
Solera Sunseeker, Forester, FR3 and Georgetown	(574) 206-7600	
Adrenaline, Freedom Express and Work n Play	(574) 825-8256	
Vibe and Impressions	(574) 327-2707	
Independence Trail, Clipper and Viking	(269) 467-8280	
Puma	(574) 642-0606	
Catalina and Aurora	(574) 825-8657	
Brookstone, Chaparral and Chaparral Lite and Shasta Phoenix	(574) 825-8360	
Cardinal & Wildcat	(574) 327-3706	
XLR	(574) 642-0432	
Cross Trail Class C	(574) 825-8487	

The Recall shall be considered the utmost priority to remedy the 2022-2023 Forest River and Coachmen Travel Trailer, Fifth Wheel and Motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2022-2023 Forest River and Coachmen Travel Trailer, Fifth Wheel and Motorhome recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2022-2023 Forest River and Coachmen Travel Trailer, Fifth Wheel and Motorhome recreational vehicles, 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 2022-2023 Forest River and Coachmen Travel Trailer, Fifth Wheel and Motorhome recreational vehicles 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