

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

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

August 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements *Motor Vehicle Safety Act*. This notice is also sent in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in many 2022-2023 Forest River and Coachmen travel trailers, Fifth Wheels, and Motorhomes 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?

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

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.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the inspection to determine if a repair will need to occur or if replacement fabric is needed. 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?

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.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.5 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:

Forest River, Inc.
Attn: Warranty Manager
PO Box 30
Middlebury, IN 46540

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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 |
|-----------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | (574) 534-3167 | |
| Sierra | (574) 533-3193 | sierrawarranty@forestriverinc.com |
| Sandpiper | (574) 535-1520 | sandpiperwarranty@forestriverinc.com |
| Shasta | (574) 821-1311 | |
| Shockwave, Sandstorm, Stealth and Stealth EVO 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 | |
| Cross Trail Class C | (574) 825-8487 | |
| XLR | (574) 642-0432 | |
| Cedar Creek | (260) 593-4000 | |

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: 22V556

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: 2022-368

Sincerely,
Forest River Inc.
Office of Corporate Compliance