

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: 23V182
CANADA RECALL: 2023-153
FR ID: 51-1608

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

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

November 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 *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 certain 2019 - 2023 Continental Cargo - 2019 – 2022 Cargo Mate 2020 - Cross Bow Cargo trailers. 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?

The remote control for the winch could get wet and result in water ingress and corrosion inside the remote control. This condition could lead to inadvertent activation and unexpected movement of the winch. It was determined that this condition only affects remote controls with wireless capability that are not waterproof.

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

If the winch operates unexpectedly, it would increase the risk of injury.

WHAT IS WARN INDUSTRIES GOING TO DO?

Forest River is notifying dealerships and Owners of the recall. Warn Industries, Inc. will provide, at no cost to you, the remedy as outlined in included Warn Recall Notification. As per Recall 22E101, Warn Industries will replace your existing VR EVO remote with a "corded only" remote if any internal corrosion is observed when removing the battery pack.

WHAT SHOULD YOU DO?

Forest River has included a replacement remote from Warn Industries in this package. Please discard the current wireless remote and replace it with the corded remote in the package.

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:

Warn Industries, Inc.
12900 SE Capps Road
Clackamas, Oregon 97015
(833) 727-8784

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.

IMPORTANT SAFETY RECALL

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
WARN INDUSTRIES CUSTOMER SERVICE	(800) 543-9276	cs@warn.com

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: 23V182

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: 2023-153

Sincerely,
Forest River Inc.
Office of Corporate Compliance