

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
PO Box 30  
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 24V116  
CANADA RECALL: 2024-101  
FOREST RIVER ID: 49-1737

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

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

February 2024

## **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 2021-2023 Sanibel SNF3902WB Fifth Wheel Recreational Vehicles. Forest River is recalling the defective 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 is referenced in the attached document(s).  
The designated Date range of production is 05/03/2014 through 10/26/2023.

### **WHAT IS THE DEFECT?**

The pin box (hitch) may be underrated for the Gross Vehicle Weight Rating (GVWR) of the vehicle.

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

A pin box (hitch) that is not rated for the correct Gross Vehicle Weight Rating may fail, which may lead to a crash.

### **SERVICE PROCEDURE:**

Dealership Service Department procedures can be found on Dealer Connect. Service Campaign: 001074

### **WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

10F10431A

### **DEALER REPAIR CODES:**

Prior Authorization and Pictures are required for the inspection and/or remedy. Pictures of the remedy are a condition of payment which must be provided with a claim against the repair code(s).

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V116	2024-101	RC-660-05-00-004496	PERFORM INSPECTION ONLY	.10 HRS
24V116	2024-101	RC-660-01-00-004497	PERFORM INSPECTION AND REMEDY	.75 HRS

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 862-1025

# IMPORTANT SAFETY RECALL

The Recall shall be considered the utmost priority to remedy the 2015-2017 Sanibel SNF3550 and 2021-2023 Sanibel SNF3902WB Fifth Wheel in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2015-2017 Sanibel SNF3550 and 2021-2023 Sanibel SNF3902WB Fifth Wheel listed under this Recall.

If your dealership has already performed the remedy to 2015-2017 Sanibel SNF3550 and 2021-2023 Sanibel SNF3902WB 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 2015-2017 Sanibel SNF3550 and 2021-2023 Sanibel SNF3902WB 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