

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V313
FR ID: 65-1770

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

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

May 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 one single 2011 and 2016, and certain 2017-2024 Rockport Work Trucks. 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 09/09/2016 through 02/22/2024.

DEFECT/NONCOMPLIANCE:

The rear liftgate may not have been installed correctly, missing a U-bolt on the driver and passenger side at the rear part of the lift gate tube that clamps to the truck body chassis. This condition may allow the lift gate to cantilever when loaded and fall to the ground.

EVALUATION OF RISK:

If the U-bolts are missing, this condition may allow the lift gate to cantilever when loaded and fall to the ground, increasing the risk for personal injury, or property damage.

SERVICE PROCEDURE:

Dealership Service Department procedures and Part Kit information can be found on Dealer Connect.

DEALER REPAIR CODES: Dealer Connect

Prior Authorization and Pictures are required Pictures are a condition of payment in which must be provided with a claim against the repair code(s). Reference the remedy instructions for pictures that are needed for inspection and remedy.

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V313	RC-710-05-00-004534	INSPECTION ONLY WITH PICTURES	.20 HRS
24V313	RC-710-01-00-004535	INSPECTION AND REMEDY WITH PICTURES	1.0 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 522-8317

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The Recall shall be considered the utmost priority to remedy the 2011 and 2016, and certain 2017-2024 Rockport Work Truck in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2011 and 2016, and certain 2017-2024 Rockport Work Truck listed under this Recall.

If your dealership has already performed the remedy to 2011 and 2016, and certain 2017-2024 Rockport Work Truck, 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 2011 and 2016, and certain 2017-2024 Rockport Work Truck 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