

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V350  
FR ID: 205-1778  
SERVICE CAMPAIGN: 001104

- 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–*

Forest River has decided that a safety defect exists in certain 2024 Aurora AART18RD and Catalina ACAT18RDL Travel Trailer 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 03/18/2024 through 05/08/2024.

### DEFECT/NONCOMPLIANCE:

The furnace may be installed directly to a vinyl floor material, whereas it should be installed on a wood floor or platform as described in the manufacturer installation instructions.

### EVALUATION OF RISK:

The furnace heat from on the combustible vinyl linoleum may start a fire, resulting in property damage, injury, or death.

### SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

### WHAT IS THE PART INFORMATION OF THE REMEDY KIT?

SOURCE LOCALLY: 21” X 21” WOOD SHEET. THIS CAN BE LAUN, DÉCOR BOARD, PLYWOOD OR OSB

### DEALER REPAIR CODES:

#### **PRIOR AUTHORIZATION REQUIRED**

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V350	RC-024-03-00-004540	PERFORM REMEDY	.50 HRS

### HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-4995

The Recall shall be considered the utmost priority to remedy the 2024 Aurora AART18RD and Catalina ACAT18RDL Travel Trailer in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024 Aurora AART18RD and Catalina ACAT18RDL Travel Trailer listed under this Recall.

If your dealership has already performed the remedy to 2024 Aurora AART18RD and Catalina ACAT18RDL Travel Trailer, 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 2024 Aurora AART18RD and Catalina ACAT18RDL

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Travel Trailer 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