

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V395
CANADA RECALL: 2024-316
FR ID: 51-1786

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

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

July 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 2004 – 2024 Cedar Creek and 2006 – 2024 Puma 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:

Cedar Creek 07/22/2004 – 05/06/2024

Puma 09/26/2005 – 05/02/2024

DEFECT/NONCOMPLIANCE:

The 7-way trailer connector includes wiring for the tow vehicle to charge the trailer batteries when the trailer is connected to the tow vehicle. This circuit is protected by a fuse installed in the tow vehicle. With the tow vehicle disconnected the 7-way does have 12V on the charge line but is not connected to any loads. As a precautionary measure Forest River supplies overcurrent protection from the trailer batteries to the 7-Way connector. The charge wire to the 7-way trailer connector may have been routed to the wrong side of the breaker in the battery compartment.

EVALUATION OF RISK:

If the cord for the 7-way connector is not properly routed to the tow vehicle plug, under certain conditions, the cord may be pulled out of the junction box and cause a short circuit, increasing the risk of physical damage to surrounding portions of the trailer as well as increasing the risk of a thermal event or fire.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect

DEALER REPAIR CODES:

PRIOR AUTHORIZATION REQUIRED

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V395	2024-316	RC-003-05-00-004552	INSPECTION ONLY	.10 HRS
24V395	2024-316	RC-003-22-00-004553	INSPECTION AND PERFORM REMEDY	.10 HRS

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CEDAR CREEK CUSTOMER SERVICE	(260) 593-4000
PUMA CUSTOMER SERVICE	(574) 642-0588

The Recall shall be considered the utmost priority to remedy the 2004 – 2024 Cedar Creek and 2006 – 2024 Puma Fifth Wheel Recreational Vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2004 – 2024 Cedar Creek and 2006 – 2024 Puma Fifth Wheel Recreational Vehicles listed under this Recall.

If your dealership has already performed the remedy to 2004 – 2024 Cedar Creek and 2006 – 2024 Puma Fifth Wheel Recreational Vehicles, 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 2004 – 2024 Cedar Creek and 2006 – 2024 Puma Fifth Wheel Recreational Vehicles 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