

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V489  
CANADA RECALL: 2024-373  
FR ID: 215-1802

- 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 2024-2025 Cross Trail Class C Motorhomes recreational vehicles. Forest River is recalling the defect 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 08/31/2023 through 06/17/2024.

## **WHAT IS THE DEFECT?**

The Lippert Ladder Receiver mounted to the rear wall may have been inconsistently installed, missing the intended backer.

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

If the ladder receiver detaches from the vehicle, an operator on the ladder may fall, which could lead to personal injury.

## **SERVICE PROCEDURE:**

Dealership Service Department procedures can be found on Dealer Connect.

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

F100622825

## **DEALER REPAIR CODES: Dealer Connect**

Prior Authorization is required. Pictures are a payment condition that must be provided with a claim against the repair code(s). **Pictures to be taken of failed inspection showing measurement of the ladder block as measured shown by the print(s).**

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V489	2024-373	RC-076-05-00-004567	INSPECTION ONLY	.30 HRS
24V489	2024-373	RC-076-09-00-004568	INSPECTION AND PERFORM REMEDY	3.0 HRS

## **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-8409
CUSTOMER SERVICE	(574) 825-8487

# IMPORTANT SAFETY RECALL

The Recall shall be considered the utmost priority to remedy the 2024-2025 Cross Trail Class C Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024-2025 Cross Trail Class C Motorhome listed under this Recall.

If your dealership has already performed the remedy to 2024-2025 Cross Trail Class C Motorhome, 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 2024-2025 Cross Trail Class C Motorhome 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