

IMPORTANT SAFETY RECALL



FOREST RIVER

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

RAPPAL NHTSA : 24V721
RAPPEL CANADA: 2024-564
FR ID: 121-1844

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

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

October 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 Viking and Clipper Travel Trailer 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 designated Date range of production is 11/09/2023 through 09/05/2024.**

WHAT IS THE DEFECT?

The roof rack's hardware may not have been properly tightened and torqued.

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

The roof rack may detach from the roof of the vehicle, which could lead to a crash.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

DEALER REPAIR CODES: Dealer Connect

PRIOR AUTHORIZATION IS REQUIRED

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V721	2024-564	RC-089-05-00-004613	INSPECTION ONLY	.10 HRS
24V721	2024-564	RC-089-12-00-004614	INSPECTION AND REMEDY	.50 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(269) 467-6604

The Recall shall be considered the utmost priority to remedy the 2024-2025 Viking and Clipper Travel Trailer in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024-2025 Viking and Clipper Travel Trailer listed under this Recall.

If your dealership has already performed the remedy to 2024-2025 Viking and Clipper 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 2024-2025 Viking and Clipper Travel Trailer in which the VIN falls under as stated in

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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