

IMPORTANT SAFETY RECALL



FOREST RIVER

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

NHTSA RECALL: 25V069
FOREST RIVER ID: 65-1894
SERVICE CAMPAIGN: 001185

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

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

February 2025

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 2024-2025 Rockport Work Trucks. 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 September 16, 2024, through February 24, 2025.

WHAT IS THE DEFECT?

The optional E-Track Cargo Tie Down System may have the incorrect fastener installed.

EVALUATION OF RISK:

If the E-Track Cargo Tie Down System is not installed with the appropriate fasteners, the fasteners may fail when a operator is using to secure cargo. If this happens, the E-Track may dislodge and cause personal injury or death.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

WHAT IS THE PART NUMBER OF THE REMEDY KIT?

KIT: 26FTETRACK 104 RIVETS

KIT: 16FTETRACK 64 RIVETS

DEALER REPAIR CODES: Dealer Connect

Prior Authorization Required

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
25V069	RC-065-05-00-004686	INSPECTION ONLY	.25 HRS
25V069	RC-065-01-00-004687	INSPECTION AND REMEDY	4.0 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	574-522-8317

The Recall shall be considered the utmost priority to remedy the 2024-2025 Rockport Work Trucks in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024-2025 Rockport Work Trucks listed under this Recall.

If your dealership has already performed the remedy to 2024-2025 Rockport Work Trucks, 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

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performed on an out of warranty 2024-2025 Rockport Work Trucks 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