

IMPORTANT SAFETY RECALL



FOREST RIVER

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

NHTSA RECALL: 25V245

FR ID: 51-1915

SERVICE CAMPAIGN: 001200

<<DEALERNAME>>

<<ADDRESS>>

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

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

April 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 Aurora, Cascade, Catalina, Cedar Creek, Cherokee, Sandpiper, Sierra, 2025 Campsite Reserve, Impression, Pause, Puma, Sabre, Salem and Wildwood 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:

- Aurora Travel Trailers 05/21/2024 – 03/26/2025
- Campsite Reserve Travel Trailers 12/10/2024 – 3/20/2025
- Cascade Travel Trailers 05/20/2024 – 03/27/2025
- Coachmen Catalina Travel Trailers 05/16/2024 – 03/31/2025
- Cedar Creek Travel Trailers 5/21/2024 – 4/11/2025
- Cherokee Travel Trailers 4/25/2024 – 4/11/2025
- Impression Fifth Wheels 12/11/2024 – 4/3/2025
- Pause Travel Trailers 10/25/2024 – 04/08/2025
- Puma Travel Trailers 7/9/2024 – 04/10/2025
- Sabre Fifth Wheels 10/31/2024 – 03/26/2025
- Salem Fifth Wheels 8/27/2024 – 03/28/2025
- Sandpiper Travel Trailers 5/15/2024 – 04/03/2025
- Sierra Travel Trailers 5/15/2024 – 04/03/2025
- Vengeance Travel Trailer and Fifth Wheels 08/06/2024 – 04/11/2025
- Wildwood Fifth Wheels 08/09/2024 – 04/02/2025

DEFECT:

The clip-on bracket mounting bolts for the removable step may come loose, which can cause the steps to detach.

EVALUATION OF RISK:

Steps that detach while in use increase the risk of injury.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

WHAT IS THE PART NUMBER OF THE REMEDY KIT?

Please reference the remedy instructions.

DEALER REPAIR CODES: Prior Authorization is Required

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
25V245	RC-037-05-00-004705	INSPECTION ONLY	.10 HRS
25V245	RC-037-09-00-004706	INSPECTION WITH REMEDY	.50 HRS

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
Aurora & Catalina	(574) 825-4995
Campsite Reserve, Cascade, Cherokee, Sabre, Vengeance	(260) 499-2100
Cedar Creek	(260) 593-4000
Impression	(574) 327-2716
Pause	(574) 327-2681
Puma	(574) 642-0588
Sierra & Sandpiper	(574) 534-4574
Salem & Wildwood	(574) 534-3167

The Recall shall be considered the utmost priority to remedy the 2024-2025 Aurora, Cascade, Catalina, Cedar Creek, Cherokee, Sandpiper, Sierra, 2025 Campsite Reserve, Impression, Pause, Puma, Sabre, Salem and Wildwood Recreational Vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024-2025 Aurora, Cascade, Catalina, Cedar Creek, Cherokee, Sandpiper, Sierra, 2025 Campsite Reserve, Impression, Pause, Puma, Sabre, Salem and Wildwood Recreational Vehicles listed under this Recall.

If your dealership has already performed the remedy to 2024-2025 Aurora, Cascade, Catalina, Cedar Creek, Cherokee, Sandpiper, Sierra, 2025 Campsite Reserve, Impression, Pause, Puma, Sabre, Salem and Wildwood 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 2024-2025 Aurora, Cascade, Catalina, Cedar Creek, Cherokee, Sandpiper, Sierra, 2025 Campsite Reserve, Impression, Pause, Puma, Sabre, Salem and Wildwood 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