

# BOWLUS

## IMPORTANT SAFETY RECALL

7/7/2025

Customer Name

Customer Address

City, State, Zip Code

### NHTSA Recall No. 25V417

This notice applies to your vehicle, [VIN].

This notice is sent to you in accordance with the requirements for the National Highway Traffic and Motor Vehicle Safety Act.

Bowlus Road Chief LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2023 Endless Highways, 2025 Endless Highways, 2024-2025 Volterra, 2024 Terra Firma, and 2025 Rivet Bowlus travel trailers. The above-mentioned trailers were delivered with Owner's Manuals that inadvertently omitted specific re-torque maintenance requirements relating to two hitch bolts as part of the regular Maintenance Schedule.

Our records indicate that your Bowlus is affected by the recall. We sincerely apologize for the inconvenience, and we are providing a remedy for this recall as set forth herein.

### IMPORTANT

- Your vehicle falls within the recall population.
- You should immediately update your owner's manual and schedule an appointment to have your vehicle inspected.

### The Problem

Bowlus inadvertently omitted the re-torque maintenance requirement for two hitch bolts in the vehicle Owner's Manuals as part of the Maintenance Schedule. Hitch bolts that are not properly maintained and become loose may cause the bottom portion of the hitch to separate from the top of the hitch, which could create a hazard, increasing the risk of a crash.

### What Bowlus will do:

An addendum will be distributed to customers for the owner's manual to note that these bolts must be torqued as part of regular maintenance.

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Service technicians will be instructed to visually inspect the hitch of the affected production population and as a precautionary measure replace the two hitch bolts with new bolts. The technician will properly torque the bolts. These replacement bolts will not require specialized tools to install. The replacement will take approximately 1 hour to complete. Should hitch components appear compromised during technician visual inspection, repairs will be performed. Technicians will be provided technical instructions by Bowlus. This will be done at no cost to the owner.

## **What You Need to Do:**

You will be mailed an addendum for the Owner's Manual. You will need to place this in your Owner's Manual. Additionally, we will assist in finding a local approved RV technician in your area who is able to complete the remedy at no charge to you. Please contact us to confirm the current location of your Bowlus and your mailing address. Please email us at [service@bowlus.com](mailto:service@bowlus.com).

Federal law requires that you forward a copy of this safety recall notice within 10 days to any lessee of your Bowlus.

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To request reimbursement, please submit your request in writing along with a repair receipt to: [service@bowlus.com](mailto:service@bowlus.com).

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.

If you no longer own the vehicle, please contact us at [service@bowlus.com](mailto:service@bowlus.com). Again, we sincerely apologize for the inconvenience, and we hope to assist in resolving this matter quickly and seamlessly.

Sincerely,

Bowlus Road Chief LLC