

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 20V386
CANADA RECALL: 2020-297
FR ID: 51-1189

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

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

8/21/2020

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 – Office of Corporate Compliance ("OCC") has decided that a safety defect exists in certain 2021 NOBO 10.5 and 10.6 travel trailers. 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 referenced in the attached document(s).

The designated Date range of production is 05/07/2020 through 06/10/2020

DEFECT/NONCOMPLIANCE:

This recall affects certain travel trailers equipped with a Dometic CFX3 powered cooler. A problem with the electrical controller for the cooler could cause it to back feed power to other appliances in the trailer. If this happens, the appliances could overheat and fail due to a voltage overload.

EVALUATION OF RISK:

A voltage overload could cause appliances to fail and create the risk of a fire.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the cooler will be to apply warning labels to the cooler in specific locations. Please contact Dometic at recall@dometic.com and provide them the list of the model and serial number(s) of the CFX3 cooler(s) in your stock product. Dometic will mail the remedy kits to you. The remedy kit will include instructions, warning labels, a revised operating manual, and a recall response card.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
Dometic Customer Service	(888) 943-4905
NOBO Customer Service	(574) 642-3119 Option 2

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The Recall shall be considered the utmost priority to remedy the 2021 NOBO 10.5 and 10.6 travel trailers in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021 NOBO 10.5 and 10.6 travel trailers listed under this Recall.

If your dealership has already performed the remedy to 2021 NOBO 10.5 and 10.6 travel trailers, 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 2021 NOBO 10.5 and 10.6 travel trailers 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,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance