

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V400  
CANADA RECALL: 2020-314  
FR ID: 70-1194

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

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

<<DATE>>

## **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 Riverstone Fifth Wheels. 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 5/12/2020 through 06/22/2020.

### **DEFECT/NONCOMPLIANCE:**

On certain vehicles with an optional generator prep, the distribution panel wiring may have been terminated to the Power Cord lugs and the power cord wiring may have been terminated to the Distribution Panel lugs inside the generator transfer switch.

### **EVALUATION OF RISK:**

This may result in back feeding the Power Cord, which when plugged into a shore power service; this may lead to property damage and/or personal injury.

### **SERVICE PROCEDURE:**

Dealership Service Department Service procedures for addressing the incorrectly wired generator are located on Dealer Connect.

### **DEALER REPAIR CODES: Dealer Connect**

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V400	2020-314	RC-003-02-00-003500	Inspect wiring only – No repair	.50 hrs.
20V400	2020-314	RC-003-22-00-003501	Repair Wiring	.50 hrs.

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	260-593-2425

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The Recall shall be considered the utmost priority to remedy the 2021 Riverstone Fifth Wheels in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021 Riverstone Fifth Wheels listed under this Recall.

If your dealership has already performed the remedy to 2021 Riverstone Fifth Wheels, 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 Riverstone Fifth Wheels 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