

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V767
CANADA RECALL: 2020-608
FR ID: 79-1257

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

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

1/8/2021

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.

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a noncompliance, which relates to the motor vehicle safety, exists in certain 2020-2021 XLR Boost travel trailer recreational vehicles fail to comply with the requirements of *Federal Motor Vehicle Safety Standard* (FMVSS) number 120, “Wheels and rims – other than passenger cars.” This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

The identified VIN referenced in the attached document(s).
The designated Date range of production is 1/7/2020 through 11/25/2020

DEFECT/NONCOMPLIANCE:

The Unloaded Vehicle Weight (UVW) listed on the Federal Placard and Cargo Carrying Capacity (CCC) label have the potential to be lower than the actual weight therefore decreasing the carrying capacity of the vehicle.

EVALUATION OF RISK:

With the UVW listed on Federal Placard being lower than the actual weight of the vehicle, this decreases the carrying capacity and the end user could potentially overload their vehicle based on the inaccurate information listed on the Federal Placard and CCC label.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the incorrect Federal Placard is included in this notification

Federal Placard Installation:

- The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door;
- Wipe off the labels with isopropyl alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V767	2020-608	RC-002-01-00-003939	REPLACE FEDERAL PLACARD	.10 HRS.

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-0432

The Recall shall be considered the utmost priority to remedy the 2020-2021 XLR Boost travel trailers in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2020-2021 XLR Boost travel trailers listed under this Recall.

If your dealership has already performed the remedy to 2020-2021 XLR Boost 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 2020-2021 XLR Boost 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