

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 22V143
CANADA RECALL: 2022-109
FR ID: 51-1488

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

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

March 24, 2022

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 has decided that a safety defect exists in certain 2022 Della Terra, Silver Lake, Vibe and XLR Boost Toy Hauler Travel Trailer 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 identified VIN referenced in the attached document(s).

The designated Date range of production is

East to West Della Terra Travel Trailer 11/03/2021 – 12/20/2021

East to West Silver Lake Travel Trailer 11/11/2021 – 2/16/2022

Vibe Travel Trailer 09/16/2021 – 11/15/2021

XLR Travel Trailer 10/07/2021 – 11/29/2021

DEFECT/NONCOMPLIANCE:

The hitch coupler was not properly welded by the coupler vendor.

EVALUATION OF RISK:

If the coupler fails and the travel trailer separates from the tow vehicle, this could lead to a crash, injury and/or property damage.

SERVICE PROCEDURE:

Inspection & Remedy Instructions can be found on Dealer Connect. Perform the inspection of the coupler. If the coupler passes as per the pictures, please take a picture and submit a claim for inspection only. If a replacement coupler is required, take photos of the coupler and submit your claim on dealer connect. Place the order for a 2 5/16 Coupler via Dealer Connect as well. Forest River/Coachmen will receive your order and facilitate the order through Norco, which will be shipped directly at no charge to your Dealership/Service center. Claim the inspection or repair code through Forest Rivers' Dealer Connect. **The pictures of the inspection/remedy are a condition of payment**

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
22V143	2022-109	RC-004-05-00-004164	INSPECT COUPLER ONLY	.20 HRS.
22V143	2022-109	RC-004-01-00-004165	INSPECT AND REPLACE COUPLER	1.50 HRS.

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
East to West Della Terra & Silver Lake Customer Service	(574) 264-6664
Vibe Customer Service	(574) 296-2084
XLR Customer Service	(574) 642-0432

The Recall shall be considered the utmost priority to remedy the 2022 Della Terra, Silver Lake, Vibe and XLR Travel Trailer in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2022 Della Terra, Silver Lake, Vibe and XLR Travel Trailer listed under this Recall.

If your dealership has already performed the remedy to 2022 Della Terra, Silver Lake, Vibe and XLR Travel Trailer, 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 2022 Della Terra, Silver Lake, Vibe and XLR Travel Trailer 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. LLC
Office of Corporate Compliance