

# IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



Corporate Compliance PO Box 30 Middlebury, In 46540

**NHTSA RECALL: 23V558**  
**CANADA RECALL: 2023-411**  
**FOREST RIVER ID: 426-1662**

<<VIN>>  
<<OWNER NAME/DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

August 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements *Motor Vehicle Safety Act*. This notice is also sent in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in certain 2023 Pause PETXC20.2 and PETXC20.3 travel trailer recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

### **WHAT IS THE DEFECT?**

The awning may not be adequately attached to the vehicle.

### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

The awning may detach from the vehicle which may cause property damage, personal injury, or lead to a crash.

### **WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?**

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

### **WHAT SHOULD YOU DO?**

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The Dealership/Service Center will need to perform an inspection when the awning is extended to determine if the extrusion is dislodging. If it is not dislodging the dealer will perform the remedy to install the awning brackets on the roof rack. If it is dislodging, the Dealer/Service center will need to contact Pause and determine whether the RV can be repaired at the Dealer or may need to return to the factory. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy. You may also visit [www.forestriverinc.com](http://www.forestriverinc.com) for dealer locations.

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is **11.0** hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

### **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Pause  
Attn: WARRANTY MANAGER  
520 Gerber Street  
Ligonier, IN 46767

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**WHAT IF YOU NO LONGER OWN THIS VEHICLE?**

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

**MAY FOREST RIVER ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
PAUSE CUSTOMER SERVICE	(574) 327-2681

If after contacting your dealer and/or our customer care helpline, should you have additional questions in regard to this recall, you may contact:

**For US Owners Please Contact:**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit [www.safercar.gov](http://www.safercar.gov) and search; Recall ID: 23V558

**For Canadian Owners Please Contact:**

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510

Facsimile (819) 420-4292

Recall ID: 2023-441

Sincerely,  
Forest River Inc.  
Office of Corporate Compliance