



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63524

CUSTOMER WORK ORDER

WO #: 63524

Customer: 50956 - ZOPH, JAMES -
812-838-3593

Tag:

Author: BJW

Location: 0310CHECK WORK

Stock #: 10410

Stock Desc: 2020 TT FOREST RIVER

CHEROKEE WOLF PUP 16FQ

Chassis #: 5ZT2CKEC9LY005829

Serial #: 5ZT2CKEC9LY005829

Mileage: 0

Licence:

Invoice #:

Date In: 05 MAR 21

Promised:

Date Sched:

Completed: 08 MAR 21

Warr. Date: 27 FEB 20

Job #1 - Warranty

COMPLAINT: 20V654 THE WIRING FOR THE SHORE POWER CORD INLET MAY NOT HAVE BEEN PROPERLY CONNECTED. AS A RESULT, THE WIRING COULD OVERHEAT AND MENT.

CAUSE: recall on wire for shore power inlet

CORRECTION: pulled inlet out from wall. removed inlet from wire and checked for damage. no damage found. wire is cut to correct length. reinstalled inlet and sealed.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Subtotal for Job #1: 0.00

Parts Total: 0.00
Labour Total: 0.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 0.00

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Customer Signature : _____

Date: 08 Mar 2021



Customer #: 50956
ZOPH, JAMES



IMPORTANT SAFETY RECALL

3323



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

NHTSA RECALL: 20V654
CANADA RECALL: 2020-509
FR ID: 17D-1201

5ZT2CKEC9LY005829
JAMES E ZOPH
8220 BALD KNOB RD
MOUNT VERNON, IN 47620-8747

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

01/06/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

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 defect, which relates to the motor vehicle safety, exists in certain 2019-2021 Cherokee 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/NONCOMPLIANCE?

The wiring for the shore power cord inlet may not have been properly connected. As a result, the wiring could overheat and melt.

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

If the wire insulation is not stripped back far enough this may cause a poor connection with set screw which could result in a fire, property damage, death or injury.

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. To inspect the wiring, and rewire the shore cord inlet, it is possible the inlet will need to be replaced dependent upon what the inspection reveals. 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 for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is approximately .5 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:

Lagrange Parts and Service
Forest River, Inc.
Attn: WARRANTY MANAGER
1500 North Detroit St
Lagrange, IN 46761

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106		CLAIM STATUS Authorized	
BASDEN RV CENTER INC		CLAIM 515002	
DBA AMERICAN RV CENTER		CLAIM ORIGIN WEB	
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN 5ZT2CKEC9LY005829	
USA		CHASSIS VIN	
		MILEAGE 0	
		SITE/WAREHOUSE 017 / 017D	
		ITEM # CKTR16FQ-D	
		DEALER RO # 63524	
		CLAIM START DATE 03/08/2021	
		CLAIM END DATE 01/01/1900	
Labor rate: \$130.00			
OWNER INFORMATION			
WILLIAM WAGNER			
288 E EBLE RD			
Boonville, IN 47601			
USA			
Retail Date of Purchase 02/27/2020		WARRANTY EXPIRATION DATE 02/27/2021	

Claim Line Details

Labor

Line# 1	Operation Code RC-044-05-00-003844	Operational Description 20V654, 2020-509 SHORE POWER CORD INLET IMPROPER CONNECTIONS-INSPECT - Recall/Shore Cord/Inspect/No Tread Code
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Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-03-08 11:16:34 :: 20V654 THE WIRING FOR THE SHORE POWER CORD INLET MAY NOT HAVE BEEN PROPERLY CONNECTED. AS A RESULT, THE WIRING COULD OVERHEAT AND MELT. INSPECTED UNIT AND FOUND THAT WIRE INSULATION IS NOT STRIPPED BACK FAR ENOUGH WHICH IS CAUSING A POOR CONNECTION WITH THE SET SCREW WHICH COULD RESULT IN A FIRE, PROPERTY DAMAGE, DEATH, OR INJURY. REMOVE PROPER AMOUNT OF WIRE INSULATION AND REPAIR PER INSTRUCTIONS OF RECALL 20V654

Model #	Dlr Sub Hrs 0.20	Sub Labor Amt \$26.00
Serial #	Appr Hrs 0.20	Appr Labor Amt \$26.00

Notes
recall

Submitted	Labor Amt \$26.00	Approved	Labor Amt \$26.00
	Parts & Freight \$0.00		Parts & Freight \$0.00
	Total \$26.00		Total \$26.00

 3-8-21
DEALER **DATE**
SIGNATURE

I certify that I have performed these repairs consistent with Forest River Policies.

 3-8-21
CUSTOMER **DATE**
SIGNATURE

All repairs described have been inspected and are satisfactory.

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
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NHTSA RECALL: 20V654
CANADA RECALL: 2020-509
FR ID: 17D-1201

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

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

11/9/2020

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 2019-2021 Cherokee 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 04/17/2018 through 09/17/2020

DEFECT/NONCOMPLIANCE:

The wiring for the shore power cord inlet may not have been properly connected. As a result, the wiring could overheat and melt.

EVALUATION OF RISK:

If the wire insulation is not stripped back far enough this may cause a poor connection with set screw which could result in a fire, property damage, death or injury.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the shore cord inlet inspection and potential rewiring or replacement are located on Dealer Connect

PARTS AND RETURN:

Pictures are required for the remedy and/or inspection after installation. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V654	2020-509	RC-044-05-00-003844	Inspect Shore Cord Inlet	.20
20V654	2020-509	RC-44-22-00-003845	Replace Shore Cord Inlet	.30

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(260) 499-2100