

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 11-FEB-2016 APR 8 2016	Repository ☐ Reference No. 10825663		
OWNER INFORMATION (Type or Print)					
Name		Address		City	
ROSEVILLE		CA		Zip Code	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1F66F5DY1D0		FOREST RIVER		GEORGETOWN	
Model Year		Engine:		Fuel Type:	
2013		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
3/14/13		De Martini RV Sales (530) 272-1921		No: Cylinders	
Original Owner		Dealer's City		State	
☒		CORASS VALLEY		CA	
Transmission Type		Antilock Brakes		Powertrain	
		☒		Cruise Control	
Multiple Failure:		Incident Date(s)			
1. 5/20/14		04-FEB-2016			
2. 2/20/16					
3. 2/20/16					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage	
				19317	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2013 FOREST RIVER GEORGETOWN. WHILE ATTEMPTING TO USE THE RETRACTABLE STEPS, THEY WOULD NOT COME OUT OF THE RETRACTED POSITION. THE CONTACT STATED THAT THE STEPS EVENTUALLY CAME OUT INDEPENDENTLY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V798000 (EQUIPMENT); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE RECREATIONAL VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 19,317.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

3/19/16

ROSEVILLE, CA.

Dear Sir's:

My call to your hot line was regarding electrical steps on my 2013 Georgetown Forest River R.V.. I wish to report to the U.S. Dept. of transportation that these steps on today's R.V.'s are both a Hazard for the Highway & other vehicles as well as a personal safety problem for R.V. owners.

My steps have broken on me three times since I purchased the R.V. in March 2013 from De Martini RV Sales 625 Idaho Maryland Road Grass Valley, Ca. 95945. Phone # (530) 272-1921.

Vin # of my R.V. 1F66F5DY1D0 [REDACTED]

The first time the steps broke I was going across the country. The bolt broke causing the steps

to open and drop down. I called Good Sam Emergency Road Service who helped me tie them the best we could.

I called Forest River the manufacturer of the coach in Indiana and made ^{an} appointment with them, since my coach had their warranty still on it. They did the needed repairs for my journey home.

This year Feb 2016 in Arizona. My steps went in by themselves and wouldn't come back out. Several days later they came out again by themselves. I thought they were okay until once again they went in but this time they didn't come out. I could hear a small motor sound under the steps. I called a trusted RV mechanic in California, ^{asked} what I could do. With help from friends we were able to disconnect the electrical wires on the steps motor and ^{with} the purchase of another small ladder & a dog leash we drove home from Arizona to California.

In the meantime I received through the mail.
Two letters from Forest River recalling those R.V. Steps.
The first letter notified me I needed to contact
my dealer to obtain the needed parts for my steps
repair.

I called my dealer DiMartini over 4 times
and sent the letters from Forest River. Tony,
their service & parts representative finally ordered
the kit that Lippert the Company who makes
the steps was sending out to Customer's. However,
the kit from Lippert would not help my steps
because it was only concerned with the bolt.

Which I had repaired in May 2014 in Indiana at
Forest River. In order to obtain the needed motor

I had to call Lippert's my self. The response

to me is: Date of Order 3/15/16. Motor # for 3 steps 163669.
Price for RV 3 steps motor \$171.50 Confirmation Shipping #
Price for UPS shipping Total \$201.36 101933 UPS.

This does not include how much it will cost
me to have the motor put in once it arrives. I will
have another bolt ^{put} in when the recall kit arrives.

Ordered 3/9/16

Kit from Lippert's Components

Sales Order # [REDACTED]

Phone # (574) 537-8900

I feel that Lippert's Components is not doing
anything to correct the R.V. steps problem. It's a temporary
fix to send out a kit that may or may not help R.V. customers.

I have ^{not} attended R.O. Insurance on my coach & it will
not help with the problem either.

I would sincerely appreciate any help you
can give me and others with the same problem.

[REDACTED]

ROSEVILLE, CA. [REDACTED]

Home # [REDACTED]
Phone # [REDACTED]

cell # [REDACTED]
Phone [REDACTED]

Sincerely,

[REDACTED]



LIPPERT
COMPONENTS

Coachstep Recall Frequently Asked Questions (Continued)

Q: Can a retail owner order the parts and complete the recall?

A: No. This recall **MUST** be handled by a qualified dealer or repair facility.

Q: How do I obtain a repair kit?

A: Please follow the instructions provided to you in the recall notification letter from the RV Manufacturer.

The following RV Manufacturers have agreed to allow dealerships to obtain parts directly from Lippert Components via our online store at store.lci1.com/recall-coach-step:

Forest River

Jayco

Coachmen

Tiffin Motorhomes

Gulf Stream Coach

REV RV Group (including Monaco, Holiday Rambler, Safari, and Beaver products)

All other RV Manufacturers currently require each dealer/retail owner to contact and obtain parts directly from their Customer Service facility. Please follow the instructions provided to you from the RV Manufacturer.

Q: What if I had my Coachstep electric double or triple steps repaired for the specific issue of the center bolt breaking?

A: If you have repair records and receipts specific to center bolt repairs made within the last 12 months you may be eligible for reimbursement. Please submit this info via e-mail to [REDACTED]. Please ensure full RV identification items are included with your e-mail.

The following information will be required: Full 17 digit VIN #, Make/Model, Date of Manufacture of the RV and your Date of Purchase.

Please note prior expenses regarding other components such as a motor, module, gear plate or due to cosmetic issues such as corrosion or rust are not included and would not be subject to potential reimbursement.

Q: What if I would rather replace my Coachstep with a Kwikkee Electric Step sold by Lippert Components?

A: If a customer would like new Kwikkee steps in lieu of the remedy repair, as a customer appreciation measure, Lippert Components will provide a \$200.00 credit and pay 0.5 hour for installation labor to your dealer when they order a Kwikkee step as replacement for a unit involved in this Recall. All orders **MUST** be placed by a dealer and **MUST** be ordered directly from Lippert Components via our online store (store.lci1.com/recall-coach-step) using your specific 17 digit VIN.

Q: How do I access the Lippert Components Online Parts Store?

A: store.lci1.com/recall-coach-step

NOTE: Only one (1) kit or discount will be honored per VIN.

Contact us: Lippert Components Inc. - www.lci1.com/support - Phone: (574) 537-8900 - Email: customerservice@lci1.com

March 7th 2016

Dear Du Martini Motor Homes -

I have received a letter from Forest River for a recall on the steps of my 2013 Forest River Georgetown Motor Home.

The steps on my R.V. have broken twice since it's purchase. The first time in 2014 the bolt broke and the steps would not go back in. Since I was on a trip back last I called Forest River in Indiana and set up an appointment to have them repair them. This year February 2016 in Arizona the steps went in by themselves and wouldn't go back out. Then one morning they went out by themselves. They seemed okay until once again it happened and they would not go out. There was a sound like a motor running but not doing anything. I called you and asked what I could do. You suggested calling a repair person. There was no one who could work on the steps unless I stayed much longer in Az. I disconnected the steps and drove home.

I have called you several times to set up an appointment before the end of March. Would you please attend to this problem as quick as possible. Enclosed is the recall letter from Forest River.

Phone # Home [REDACTED] Sincerely,
" Cee [REDACTED]

Address:

[REDACTED]
[REDACTED] Roseville, Ca. [REDACTED]

Brandon or Sebastian
Then 2/11/16
2
Called Talled To
Deers 3/1/16 for ordering parts
Called H&B Jew made a claim # 10825663
ROSEVILLE SAFETY RECALL
INTERIM OWNER NOTIFICATION
Date: January 6, 2016
National Highway Traffic Safety Administration Recall Number: 15V798

Transport Canada Recall Number: 2015-581

Forest River Campaign Recall Number: 51-11102015-0109

Vin #
[REDACTED]
ROSEVILLE CA [REDACTED]
1F66F5DY1D0 [REDACTED]

This Notice Applies to Your Vehicle/Trailer VIN listed on the label above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River – Office of Corporate Compliance has decided that a defect, which relates to the motor vehicle safety, exists in certain 2007 through 2015 model year Forest River Class "A" and Class "C" recreational vehicles with electric double and triple steps.

Forest River is recalling the defect model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle/trailer recall remedy completed is extremely important to Forest River and the National Highway Traffic Safety Administration. By completing your recall notice with your dealer, you will have made the Nation's highways and campgrounds safer, one family at a time.

What is the defect?

According to the Part 573 Report filed by Lippert Components, Inc. (Lippert), 15E078, potential structural fracture of the center bolt of the fan gear assembly may cause the fan gear assembly to disengage from the steps...

The step part numbers are; 128980; 64194; 165033; 165034; 165035; 165044; 168367; 171317; 171776; 173476; 234310.

Evaluation of the risk to the vehicle/towable related to the recall.

According to the recall report filed by Lippert Components, Inc., 15E078, if the center bolt of the fan gear assembly fractures, the fan gear assembly may disengage from the steps making the steps unstable, possibly causing a person to fall and resulting in injury.

What is Forest River and our Dealerships going to do?

The replacement parts for your vehicle/towable not yet available, however when the remedy is available a separate notification will come to you and Forest River dealership.



INTERIM OWNER NOTIFICATION

What should you do?

At this time, without a physical remedy to provide, we ask for your patience as our partner supplier, Lippert Components Inc., works feverishly to manufacture the remedy for the subject steps.

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.

How long will the remedy process take?

The estimated time of repair is .30 to .50 hours, depending on your step. However, the dealership may need to keep your unit for a period of time in order to fit into their normal service schedule. Please maintain contact with your dealer if you desire on the status of repairs.

What if you have previously paid for repairs to your vehicle/towable for this specific condition?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for service completed directly involved and described in this letter.

Please send the service invoice to the following address:

Forest River Class "A" Or Forest River Class "C"
Forest River, Inc.
Attn: Warranty Manager(s)
55135 County Road 1
Elkhart, Indiana 46514

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. You have received this letter because government regulations require that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.

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 and search
Recall ID: 15V798

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

Telephone (819) 994-3240
Facsimile (819) 994-3372

Recall ID: 2015-581

March 8, 2016

Dear De Martini Motor Homes Sales and Service:

I received my second recall letter from
Forest River Inc. regarding the entrance steps
to my 2012 Forest River Georgetown Class A
Motor Home / Identification # 1F66F5DY1D0 [REDACTED]

The letter explained that I need to contact
my dealer to set up appointment to have the
steps repaired properly.

I'm sending the letter to you as well as
calling. I would appreciate your help to
correct this dangerous and unsafe problem
as soon as possible.

Address:

[REDACTED]
Roseville, Ca. [REDACTED]

Sincerely,

HP

cell

[REDACTED]

[REDACTED]

IMPORTANT SAFETY RECALL

Date: February 16, 2016

National Highway Traffic Safety Administration Recall Number: 15V798

Transport Canada Recall Number: 2015-581

Forest River Campaign Recall Number: 51-11102015-0109

ROSEVILLE CA

1F66F5DY1D0

This Notice Applies to Your Vehicle/Trailer VIN listed on the label above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River – Office of Corporate Compliance has decided that a defect, which relates to the motor vehicle safety, exists in certain 2007 through 2015 model year Forest River Class "A" and Class "C" recreational vehicles with electric double and triple steps.

Forest River is recalling the defect model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle/trailer recall remedy completed is extremely important to Forest River and the National Highway Traffic Safety Administration. By completing your recall notice with your dealer, you will have made the Nation's highways and campgrounds safer, one family at a time.

What is the defect?

According to the Part 573 Report filed by Lippert Components, Inc. (Lippert), 15E078, potential structural fracture of the center bolt of the fan gear assembly may cause the fan gear assembly to disengage from the steps.

Evaluation of the risk to the vehicle/towable related to the recall.

According to the recall report filed by Lippert Components, Inc., 15E078, if the center bolt of the fan gear assembly fractures, the fan gear assembly may disengage from the steps making the steps unstable, possibly causing a person to fall and resulting in injury.

What is Forest River and Lippert Components and our Dealerships going to do?

The replacement parts for your vehicle are available now.

Forest River is notifying dealerships of the recall. You may have the recall remedied at any Forest River dealership, however it is preferable if you have your selling dealership perform the remedy. Your cost for the remedy is completely covered by Lippert Components, Inc., you will not receive any bill of sale for anything covered under the above recall number.

IMPORTANT SAFETY RECALL

What should you do?

Please call your dealer without delay and request a service appointment. Forest River wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number and Forest River Campaign Number for the dealership. You do not need the Owner's Letter to have your vehicle remedied. It is however, helpful to the dealership to receive this copy when you take your vehicle/towable in for the recall remedy.

You may also visit: www.forestriverinc.com for dealer locations.

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.

How long will the remedy process take?

The estimated time of repair is .5 hours. However, the dealership may need to keep your unit for a period of time in order to fit into their normal service schedule. Please maintain contact with your dealer if you desire on the status of repairs.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for service completed directly involved and described in this letter.

Please contact the below to the following address:

Lippert Components, Inc.
Customer Service & Aftermarket Sales
1902 West Sample Street
South Bend, Indiana 46619
(574) 537-8900

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. You have received this letter because government regulations require that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.



IMPORTANT SAFETY RECALL

Can further assistance be offered to you?

If you have difficulties getting your vehicle repaired promptly, please maintain contact with your dealership. If you still have concerns, please contact Lippert Components, Inc., and/or review the F.A.Q. Bulletin included with this letter.

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

~~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 and search
Recall ID: 15V798

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

Telephone (819) 994-3240
Facsimile (819) 994-3372

Recall ID: 2015-581

Sincerely,

Forest River, Inc.
Engineer & Director
Office of Corporate Compliance