

CL-11002229-1837

National Highway Traffic Safety Administration

May 14, 2017

1200 New Jersey Ave, S.E.

Washington D.C 20590

JUN - 5 2017

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

Forest River,

I am sending you an invoice for the electric double step I had fixed before the recall notice came out. Sorry it took me so long to send you this bill but I have some family issues the last year or so.

While we were camping, the electric double step just collapsed, luckily no one was hurt.

Let me know if you have any questions.

Thank you,



Forest River RV Owner

ET
62717
LD



CAMPING WORLD*

Retail Sales

151 E. Redlands Blvd San Bernardino, CA 92408 800-423-7569

W/O [REDACTED]		Appt: 11/25/2014 14:00		11/24/2014	
PROTECTIVE WARRANTY COMP [REDACTED]		RANCHO [REDACTED]		Year: 2014 License: [REDACTED]	
PO BOX 770		CUCAMONGA, CA [REDACTED] HAS		Make: FOREST RIVER Model: FR3	
DEERFIELD, IL 60015		EXTENED WARRANTY (PROTECTIVE WARRANTY),		VIN: 1F65F5DY2D0 [REDACTED] Mileage: 7007	
Phone: (888) 756-5529		HE WANTS TO USE REPAIR PARTS AND LABOR		Serial: [REDACTED] DOP: 0/0/2014	
Acct #W5998540		AND APPLY TO A NEW STEP,, GOING TO DROP OFF		Key Tag: [REDACTED]	
		ON MONDAY		Location: ☐ Customer ☒ On Lot	
				☐ Sublet	

[illegible]

Tell us about your visit!! - Go online to CampingWorld.com/survey - We appreciate your business!

Install Fee is for standard installation, upon inspection, a quote for additional labor and material may be needed

11/24/14 CALLED AND SPOKE WITH JONATHON AT PROTECTIVE WARRANTY. REPAIR PART KIT #909770000 (KWIKEE STEP) IS \$325.00 AND WILL PAY LABOR OF \$206.40 AND TAX \$26.81, FOR A TOTAL OF \$558.16 MINUS CUST DUCT.-\$200.00 TOTAL PAID \$358.16 AND WILL APPLY TO NEW STEP AND INSTALL. AUTH [REDACTED] FAX TO 1-888-398-3269

1 Year Warranty on Service

SW Jerry Gernux - 14

A standard charge for supplies is made on each work order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. Additional materials required for a complete and professional installation will be quoted upon inspection.

Supply Charge:
\$7.50

I hereby authorize the said installation/repair to be done along with the necessary material and hereby grant you and your employees permission to operate the vehicle for the purpose of testing and/or inspection. It is also understood that Camping World is not responsible for loss or damage to vehicle or articles left in vehicle due to any cause beyond Camping World's control. A storage fee of \$20/day will be charged if vehicle is not picked up within 10 days of notification that the work is complete. **All parts are new unless otherwise noted.

Old parts requested by customer. No

Estimate: \$640.83

Authorized By:

Labor:	\$59.00
Parts:	\$537.49
Sub Total:	\$596.49
Sales Tax:	\$44.34
Total:	\$640.83

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Customer Copy

11/05/2014



151 E. Redlands Blvd.
San Bernadino, CA
800-423-7569
Shop online at www.campingworld.com

SALE TRANSACTION

PROTECTIVE WARRANTY COMPANY
FR Co-located Dealers 12/31/2080 Active
WORK ORDER NO: [REDACTED]

JERRY G
Electric Double S \$529.99
T01 00069491
FR Co-located Dealers Price
Regular Price \$589.99
Install Electric \$289.00
T02 99069491
FR Co-located Dealers Price
Regular Price \$321.12
CW COUPON -\$230.00
CPN: [REDACTED]
Protective Coveri \$7.50
T01 00989441
FR Co-located Dealers Price
Regular Price \$7.50

Subtotal \$596.49

Sales Tax T01 \$537.49 @ 8.250% \$44.35
Sales Tax T02 \$59.00 @ 0.000% \$0.00

Number of Items Sold 3

TOTAL \$640.84

Account Tender \$358.16

Account Number: [REDACTED]
PO Authorization: [REDACTED]

[REDACTED] \$282.68
Authorization #342962



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030

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

[REDACTED]
RANCHO CUCAMONGA CA [REDACTED]
1F65F5DY2D0 [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.

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.



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030

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 charge, 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

ALTA LOMA CA



National Highway Traffic
Safety Administration
1200 New Jersey Ave, SE.
Washington D.C. 20590