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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

February 12, 2019

[redacted]
Lutz, FL [redacted]

NEF-109 ela
Ref. No. 11138729

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2016 Forest River Georgetown recreational vehicle (RV). Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence. Our limited resources have been overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to excessive condensation on the front windows of MY 2016 Forest River Georgetown RVs. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you contact Forest River or continue to work with your local dealer to resolve this matter.

While researching your problem we identified a two recalls that may be of interest to you. NHTSA Safety Recall Campaign No. 16V-176 (copy enclosed) corrects a vented rear window that was installed in the rear wall of certain RVs instead of a secondary egress window. The affected vehicles are model GTA369XLF and were produced from December 8, 2014 through March 22, 2016. NHTSA Safety Recall Campaign No. 15V-726 (copy enclosed) addresses an incorrect shift cable bracket and an improper shift cable adjustment that allows the RV to be shifted out of 'PARK' without applying the brakes. The affected vehicles were produced from

August 7, 2015, through October 22, 2015. You did not include your vehicle identification number (VIN), so we cannot use our VIN Look-Up Tool (https://www.nhtsa.gov/recalls) to see if your RV is included in the recalls. We recommend that you contact Forest River and have them determine if your RV is included in the recalls.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-7558

IMPORTANT SAFETY RECALL

Date: <<DATE>>

National Highway Traffic Safety Administration Recall Number: 15V726 – Ford ID – 15S25

Transport Canada Recall Number: N/A

Forest River Campaign Recall Number: 51-10302015-0105

PLACE OWNER LABEL HERE
MUST INCLUDE VIN NUMBER

This Notice Applies to Your Vehicle/Trailer VIN listed 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 – has been notified by Ford that a defect, which relates to the motor vehicle safety, exists in certain 2016 model year Georgetown, FR3, Mirada and Pursuit motorhomes.

Forest River is recalling the defect/noncompliant 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?

On September 28Th, 2015, Ford Motor Company ("Ford") filed a Part 573 Report with NHTSA on this issue. According to Ford's Part 573 Report, "some 2016 model year F-53/F-59 stripped chassis vehicles equipped with the 6R140 transmission were built with an out-of-print transmission shift cable bracket. Vehicles with an out-of-print transmission shift cable bracket could be shifted into reverse without the brakes applied.

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

According to Ford's Recall Report., the condition "could result in a vehicle being shifted into reverse without the brakes applied, potentially resulting in unintended vehicle movement, increasing the risk of accident or injury."

Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-7558

IMPORTANT SAFETY RECALL

What is Forest River going to do?

According to Ford's Recall Report, owners will be notified by mail and instructed to take their vehicle to a Ford dealer to have the transmission shift control bracket replaced and the transmission shift cable adjusted.

There will be no charge for this service. Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

Forest River, Inc. will also not be charging any Owners or Dealerships for this recall, as the subject vehicles are to be remedied at a Ford Dealership.

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/towable. The vehicle/towable owner is responsible for making arraignments to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle/towable and provide the Ford recall number, as stated above. You do not need the Owner's Letter to have your vehicle/towable 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.ford.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?

Please contact a local Ford Dealership for information on the length of time the remedy will take.

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: 15V726

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: N/A

Forest River, Inc.

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

IMPORTANT SAFETY RECALL

Date: May 10, 2016

National Highway Traffic Safety Administration Recall Number: 16V176

Transport Canada Recall Number: 2016-154

Forest River Campaign Recall Number: 15-03232016-0151

This Notice Applies to Your Vehicle 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 2015 through 2017 model year Georgetown GTA369XLF recreational vehicles.

Forest River is recalling the defect model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle 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?

A secondary egress window was not installed in the rear wall of the vehicle. The window that was installed is a vented window.

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

Without a secondary means of escape from the vehicle, a person may be trapped inside the vehicle during an emergency, which could cause personal injury and/or death.

What is Forest River and our Dealerships going to do?

The replacement parts for your vehicle are available upon receipt of this letter. However your dealership will have to order the window and potentially a new valance cover for the window from Forest River. Please ensure you advise the dealership with the Chassis VIN.

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 preform the remedy. Your cost for the remedy is completely covered by Forest River, you will not receive any bill of sale for anything covered under the above recall number.

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/towable. The vehicle/towable owner is responsible for making arraignments to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle/towable 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/towable 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.

Forest River, Inc.

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

IMPORTANT SAFETY RECALL

How long will the remedy process take?

The estimated time of repair is 1.00 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/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:

Georgetown Parts & Service
Forest River, Inc.
Attn: Warranty Department
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.

Can Forest River assist you further?

If you have difficulties getting your vehicle/towable repaired promptly, please maintain contact with your dealership. If you still have concerns, please contact your Forest River Representative listed below:

FOREST RIVER PARTS & SERVICE	(574) 206-7600

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: 16V176

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: 2016-154

Sincerely,

Keith Fisher

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