

12 November 2020

Department of Compliance
Vehicle Safety and Recall Management
Building 11 423 N Main St.
Middlebury, Indiana 46540-9218

Dear NHTSA Administrator,

I checked the Forest River Inc. website for a dealer located near me and found General RV in Draper, Utah. I've called the General RV Service Department and talked to 'Rich' who handles their safety recalls on two occasions. General RV was not able to locate any information about this particular safety recall.

The safety recall notice included a phone number for a representative from Coachman / Forest River. I've called the number listed several times and left messages, for 'Jeff', including my phone number and the last 5 digits of the VIN, but I haven't received a response. I noticed that the voice message for the listed phone number included an email address. I then tried to send an email to the email address described but received a delivery failure for the message. It appears that the email listed is not working.

I would appreciate assistance from the NHTSA to help me resolve this safety issue. I think that if Forest River / Coachman could contact their local RV dealer (General RV in Draper, Utah) with the information necessary to address the safety recall issue on my Coachman motor home, the issue could be easily resolved.

Thanks for your help. I look forward to your response.

Draper, Utah

Copy: Coachmen Galleria, Beyond and Crossfit
Forest River, Inc.
Attn: Warranty Manager
423 N Main St
Middlebury, IN 46540

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V479
CANADA RECALL: 2020-376
FR ID: 225-1217

1FTRS4XG2KK [REDACTED]

DRAPER, UT [REDACTED]

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

09/24/2020

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 2016-2020 Coachmen Galleria, Beyond and Crossfit Class B motorhome recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

IMPORTANT NOTICE: Locate the distribution panel in the living quarters of the vehicle, open the distribution panel cover/door and locate the 12V blade fuse labeled "AWNING or MONITOR". Remove the fuse prior to operating the vehicle on the road until the recall is completed.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The awning may deploy while the vehicle is in transit.

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

If the awning deploys while the vehicle is in transit, it may cause property damage, personal injury, or lead to a crash.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Coachmen is notifying dealerships of the recall. You may have the recall corrected at any Coachmen or Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Coachmen 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 install the circuit interrupter. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Coachmen 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.

Note: If your system is Precision Circuits, after the recall is performed the monitor panel will not operate once the ignition is in use.

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

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .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:

Coachmen Galleria, Beyond and Crossfit
Forest River, Inc.
Attn: WARRANTY MANAGER

IMPORTANT SAFETY RECALL

423 N Main St
Middlebury, IN 46540

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
CUSTOMER SERVICE	(574) 825-6310

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:

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 and search;
Recall ID: 20V479

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: 2020-376

Sincerely,

Cherie Schmucker

Forest River, Inc.
Office Manager
Office of Corporate Compliance

SALT LAKE CITY UT 840

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DRAPER, UTAH

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC 20590

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