

CL-11431220-2063

**National traffic Safety Administration**  
490 L'Enfant Plaza, SW  
Ct  
Washington, DC 20594

[REDACTED]  
Santa Rosa, CA [REDACTED]  
June 17, 2019

**Subject:**

**Failure to secure recall service**

I want to register a complaint about the safety recall service I have been unable to get for my 2017 Forester239ITS class C motor home by Forest River. The VIN number of this RV is 1FDWS9PMOGI [REDACTED]

There was a recall for this motor home to replace a non-fire resistant component (Traffic Safety Admin. Recall No. is 16V336 and Forest River No. [REDACTED]). I requested the replacement from Forest River as soon as I purchased the RV. They referred me to their nearest center, Camping World in Vacaville CA, about 2-hours from my home. Although I requested this recall service in mid-March, the earliest Campers World would schedule the recall service was June 17<sup>th</sup>, a full 3-months later.

On June 17<sup>th</sup> I called Campers World before driving to them only to find out that the replacement part had not even been ordered and they did not even have the courtesy to notify me. Campers World would not even provide another service date for the replacement. I have been driving with the defective part for 3 months and suspect, given their lack of concern, that I may have to wait another 3-months, or possibly never get the replacement.

It appears that both Campers World and Forest River have been negligent here and I would like immediate action taken to resolve this issue.

Thank you'

[REDACTED]  
CC:  
Forest River, Inc.  
Campers World

Santa Rosa, CA

SAN FRANCISCO CA 940

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