



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



March 25, 2022

Jackson, TN [REDACTED]

NEF-109 ela
Ref. No. 11453800

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Forest River Blue Ridge travel trailer. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. You indicate that your MY 2016 Forest River Blue Ridge travel trailer experienced the safety defect identified in NHTSA Safety Recall Campaign No. 21V-523 prior to receiving the recall notification. You paid to replace the driver's side window prior to receiving the recall notification and therefore request a reimbursement.

Your request for a reimbursement does not fall under our jurisdiction. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer, as well as the need for an authorized repair facility to ensure the recall repair was performed correctly.

Our research indicates that Recall 21V-523 remains open on your vehicle. We encourage you to contact Forest River and/or an authorized repair facility to schedule an appointment to have the recall repair completed. You may visit www.forestriverinc.com/rvs/Dealer-Locator for dealer locations.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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