

May 16th, 2026

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20590

To Whom It May Concern,

I am submitting this letter to supplement a complaint recently filed through the NHTSA reporting system regarding an active safety recall affecting our 2019 Coachmen Leprechaun motorhome (VIN: [REDACTED]) built on a General Motors chassis.

We fully intend to comply with the recall and have made multiple attempts to arrange the repair through General Motors. However, there is no Chevrolet/GM dealership within approximately 2.5 hours of our location in Redmond, Oregon that has lift capacity capable of servicing this motorhome.

During our communications with GM:

- January 12 (approx. 2:10 PM PT) – Contacted GM Recall for guidance. We were told we could submit receipts if travel was required but received no written confirmation of reimbursement.
- January 20 (approx. 2:18 PM PT) – Contacted GM Recall again seeking clarification. We were again told to submit receipts without confirmation that travel costs caused by the lack of local service capacity would be covered.
- February 16, 2026 – We were instructed to have the motorhome transported to Dick Hannah Chevrolet in Sandy, Oregon, the nearest dealership with equipment capable of performing the repair.

When we asked whether the transportation logistics required to complete the recall would be covered, GM Recall transferred us to Roadside Assistance. Roadside Assistance informed us that towing to the dealership would be covered but the reunite transport (return of the vehicle to us) would be billed to us personally.

Because there is no capable repair facility in our region, any option currently presented requires the consumer to incur significant costs in order to access the recall remedy.

We also received a voicemail from General Motors stating that our request for reimbursement assistance had been denied and that the decision was "final."



We are not attempting to avoid the recall. Our goal is to complete the safety repair promptly. However, without a local service provider or full logistical support to reach a capable repair facility, we currently do not have a practical path to compliance without absorbing costs caused by the manufacturer's service network limitations.

For safety reasons, we would prefer to have the recall completed as soon as possible. We are submitting this information to ensure the issue is documented and to seek guidance regarding how recall compliance should occur when no capable repair facility exists within a reasonable distance of the vehicle's location.

The vehicle is available for inspection upon request.

Thank you for your time and attention to this matter.

Sincerely,

Redmond, Oregon

Redmond, OR

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NHTSA

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