

[REDACTED]
[REDACTED]
Redmond, OR
[REDACTED]

April 20th, 2026

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

To Whom It May Concern,

I am writing to provide a formal update and supplement to my previously filed complaint regarding the active safety recall affecting our **2019 Coachmen Leprechaun motorhome (VIN: [REDACTED])** built on a General Motors chassis.

Since my initial submission, we have continued to make repeated attempts to work with General Motors to complete the recall. However, the situation remains unresolved, and additional developments further demonstrate that we still do not have a practical path to comply with the recall.

Most notably:

- We were contacted by a Chevrolet dealership in Bend, Oregon regarding service for a **Chevrolet Express van**, which we do not own. This indicates continued misidentification of our vehicle despite multiple submissions of documentation confirming the correct VIN and vehicle type.
- We have directly confirmed with multiple Chevrolet dealerships in Central Oregon, including Bend, Madras, and Prineville, that none have the lift capacity required to service a motorhome of this size. These facilities are unable to perform the recall repair.
- General Motors continues to direct us to these same dealerships, despite repeated communication that they are not capable of completing the repair.
- The nearest dealership identified as capable of performing the repair remains Dick Hannah Chevrolet in Sandy, Oregon, approximately 2.5 hours from our location in Redmond, Oregon.
- General Motors has offered partial logistical support (towing to the dealership), but has stated that the return transport ("reunite") would be at our expense, leaving the consumer responsible for a portion of the cost required to access the recall remedy.

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- We have also received communication from General Motors stating that our request for reimbursement assistance has been denied and that the decision is "final."

Despite providing extensive documentation including a Forest River recall notice, Oregon DMV title, and video verification of the VIN, General Motors continues to state that the VIN corresponds to a Chevrolet Express van, which is incorrect. This ongoing misidentification persists despite the documentation clearly confirming the vehicle as a **2019 Coachmen Leprechaun motorhome built on a GM chassis**. As a result, there continues to be confusion within General Motors regarding the vehicle, and no workable solution has been provided.

As a result, we remain unable to complete the recall without incurring significant out-of-pocket costs solely due to the lack of a capable service provider within a reasonable distance of our location.

We are not refusing the recall repair. On the contrary, we are actively attempting to complete it as soon as possible to ensure the safety of our family and others on the road. However, without a practical and accessible remedy, compliance is not currently achievable.

We are submitting this follow-up to document that:

1. There is no capable local repair facility available to perform the recall
2. The manufacturer has not provided a complete logistical solution to access the repair
3. The manufacturer has denied reimbursement assistance, leaving the consumer to absorb costs required to comply

We respectfully request that this matter be reviewed to determine whether the recall remedy, as currently implemented, provides a reasonable and accessible path to compliance.

The vehicle remains available for inspection upon request, and we are willing to cooperate fully to resolve this issue.

Thank you for your time and attention to this matter.

Sincerely,

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Redmond, OR

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