

Michael C. Terrell
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October 31, 2014

Via Overnight Mail

O. Kevin Vincent
Chief Counsel
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, W41-326
Washington, DC 20590

2014 NOV -3 PM 5:49
OFFICE OF
COUNSEL

Re: *Special Order Directed to Forest River, Inc.*

Dear Mr. Vincent:

We have been retained by Forest River, Inc. ("Forest River") to assist it in responding to the Special Order dated October 2, 2014 ("Special Order") the National Highway Traffic Safety Administration ("NHTSA") issued to Forest River. I have enclosed with this letter Forest River's Confidential Objections and Responses to NHTSA's Special Order ("Forest River's Response").

Forest River has a long history of dedication to safety and quality and is fully committed to working with NHTSA on the issues raised in the Special Order. This dedication can be seen throughout Forest River's business practices. For example, Forest River has developed a Pre-Delivery Inspection ("PDI") program pursuant to which each and every vehicle Forest River manufactures is extensively tested and examined at a state-of-the-art PDI facility to ensure Forest River's vehicles are of the highest quality. As a result of this comprehensive PDI program, Forest River has one of the lowest percentages of warranty claims in the industry. In addition, Forest River's bus divisions have received perfect scores through Ford Motor Company's Qualified Vehicle Modifier Program. To Forest River's knowledge, it is the only company to receive such a score.

Forest River takes its reporting obligations to NHTSA very seriously and has been working diligently to provide NHTSA the information requested in the Special Order. Forest River's Response includes all responsive documents, information and data that Forest River has been able to assemble at this time. Forest River, however, is unable to produce all of the responsive documents, information and data due to circumstances beyond its control. As more fully explained in Forest River's Response, Forest River relied on a vendor to design a software system to enable

O. Kevin Vincent

October 31, 2014

Page 2

Forest River to comply with NHTSA reporting requirements. That software system, however, was improperly designed and failed to report information correctly to NHTSA. Forest River accepts full responsibility for this failure and is taking immediate steps to correct this error. In fact, Forest River is creating a new NHTSA reporting department that will ensure compliance with all NHTSA reporting requirements in the future. Forest River will be supplementing its responses to provide the remaining requested information to NHTSA as expeditiously as possible.

Forest River looks forward to working with NHTSA on this matter. Please contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Terrell", written in a cursive style.

Michael C. Terrell

MCT/mlr
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