

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

FOLLOW-UP NOTICE OF SAFETY DEFECT

NHTSA RECALL: 17V585
CANADA RECALL: 2017-529
FR ID: 35-0497

- o Integrity
- o Safety
- o Quality
- o Customer Service

Our records indicate your vehicle has not been remedied; for your Safety and the Safety of others, please have your vehicles' recall remedied as soon as possible.

<<DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

9/18/2020

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained in this section–

CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5

Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2017 – 2018 GLAVAL – APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, UNIVERSAL. Forest River is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is March 2017 through September 2017.

DEFECT/NONCOMPLIANCE:

The washers used to mount the seats to the floor of the bus were over heat-treated, causing them to become brittle and crack in some instances.

EVALUATION OF RISK:

If the washer is cracked and dislodges from the seat mounting area, the seat may become loose at the base. This condition could create an increased risk of injury in the event of a sudden stop or crash. Forest River is not aware of any accidents or injuries associated with this issue.

SERVICE PROCEDURE:

Please see remedy instructions included with this notice.

PARTS AND RETURN:

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES:

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
17V585	37-000585	INSPECT BUS SEAT WASHERS	.20 HRS
17V585	37-000586	R/R SEAT WASHERS	.10 HRS/WASHER

CONTACT	PHONE
Customer Service	(800) 348-7440

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The Recall shall be considered the utmost priority to remedy the 2017 – 2018 GLAVAL – APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, and UNIVERSAL in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2017 – 2018 GLAVAL – APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, UNIVERSAL listed under this Recall.

If your dealership has already performed the remedy to 2017 – 2018 GLAVAL – APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, UNIVERSAL, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2017 – 2018 GLAVAL – APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, UNIVERSAL in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.

WHAT IF I HAVE ALEADY HAD THIS RECALL PERFORMED?

Please provide a copy of the work order, or invoice showing the recall was performed. Please ensure the VIN is visible on the paperwork and send it to:

Email: occinfo@forestriverinc.com

Mail: Forest River Office of Corporate Compliance
423 N Main St.
Middlebury, IN 46540

Sincerely,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance