

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

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.

NHTSA RECALL: 17V611
CANADA RECALL: 2017-485
FR ID: 220-0529

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

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

9/14/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2013 through 2014 model year COACHMEN - FREEDOM EXPRESS - FET21TQX, FET22DSX, FET230BH, FET233RBS, FET242RBS, FET246RKS & FET269BHS travel trailer recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The frames do not have reinforcement stiffeners welded onto the exterior of the I-Beam to mitigate flex in the axle area.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

Without the reinforcement stiffeners, under certain conditions excessive side load may be applied to the axle area. In some cases, the axle hangers or the lower flange of the I-Beam may twist or break. This may lead to misaligned axles and/or overloading of the suspension, which could affect vehicle handling and increase the risk of a crash.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is going to be determined by the dealership or the chassis manufacturer. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

COACHMEN FREEDOM EXPRESS
Forest River, Inc.
Attn: WARRANTY MANAGER
423 N Main St.
Middlebury, IN 46540

IMPORTANT SAFETY RECALL

What if you no longer own this vehicle?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Lippert Customer Service Representative listed below:

CONTACT	PHONE NUMBER
LIPPERT CUSTOMER SERVICE	(574) 537-8900
FREEDOM EXPRESS CUSTOMER SERVICE	(574) 825-8205

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Or you may call the toll free Vehicle Safety Hotline
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Telephone (800) 333-0510
Facsimile (819) 420-4292

Or visit www.safercar.gov and search;
Recall ID: 17V611

Recall ID: 2017-485

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