

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: 18V527
CANADA RECALL: 2018-425
FR ID: 51-0715

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

- 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.

07/29/2020

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 National Traffic and Motor Vehicle Safety Act (US) and the Motor Vehicle Safety Act (Canada). Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2019 Coachmen Work & Play, Adrenaline, 2018 Rockwood travel trailers, 2019 XLR Toy Haulers, 2018 - 2019 Forester Class C Motorhome 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?

According to the notice received from Lippert Components: “The Solera Smart Arm awning can inadvertently partially deploy with no action from the vehicle owner while the vehicle is in motion.”

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

According to the notice received from Lippert Components: “Deployment of the awning while the vehicle is in motion could cause loss of vehicle control and a crash, resulting in personal property damage or injury.”

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

The remedy for this recall is available upon receipt of this notification. Forest River has notified dealerships of this recall and have provided them with remedy instructions to address the awning(s) under 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 .50 hours. 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.

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Please send the service invoice to the following address:

XLR TOYHAULER
Forest River, Inc.
Attn: WARRANTY MANAGER
2421 Century Dr.
Goshen, IN 46528

ROCKWOOD
Forest River, Inc.
Attn: WARRANTY MANAGER
201 West Elm Street
Millersburg, IN 46543

COACHMEN – WORK & PLAY, ADRENALINE
Forest River, Inc.
Attn: WARRANTY MANAGER
423 N. Main ST.
Middlebury, IN 46540

FORESTER – CLASS C
Forest River, Inc.
Attn: WARRANTY MANAGER
55135 CR 1
Elkhart, IN 46514

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.

WHAT IF I HAVE ALREADY HAD THIS RECALL PERFORMED?

Please provide a copy of the work order, or invoice showing the repair 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

MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
LIPPERT CUSTOMER SERVICE	(574) 537-8900
ROCKWOOD/FLAGSTAFF	(574) 642-8943
XLR TOYHAULER	(574) 642-0432
COACHMEN WORK & PLAY, ADRENALINE	(574) 825-6302
FORESTER – CLASS C	(574) 206-7600

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:

For US Owners Please Contact:

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

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

Or visit www.safercar.gov and search;
Recall ID: 18V527

For Canadian Owners Please Contact:

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

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

Recall ID: 2018-425

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