

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: 18V640
CANADA RECALL: 2018-513
FR ID: 51-0852

- 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.

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

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 2012 – 2016 Elkhart Coach, 2012 – 2018 – Starcraft Bus and 2012 – 2018 – Glaval transit buses. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

As per Ricon’s recall notification, Potential failure of the position input cam

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

As per Ricon’s recall notification, the wheelchair user can tip inwards towards the vehicle when exiting the lift increasing their risk of injury

WHAT SHOULD YOU DO?

Arrange for service at the nearest Ricon servicing dealer by any of the following methods:

Using the locator on the Ricon website – www.riconcorp.com, Calling Ricon Customer Service at (800)322-2884, or Emailing Ricon’s Recall Coordinator, at Admin18E044@wabtec.com

WHAT RICON CORPORATION WILL DO:

Ricon will provide materials and labor as outlined above through Authorized Ricon dealers.

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:

Ricon Corporation
Attn: WARRANTY MANAGER
1135 Aviation Place
San Fernando, CA 91340

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.

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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 |
|------------------------|----------------|
| Ricon Customer Service | (800) 322-2884 |

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: 18V640

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: 2018-513

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