

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V605

CANADA RECALL: N/A

FR ID: 51-1237

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

<<DEALERNAME>>

<<ADDRESS>>

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

11/5/2020

## **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 2021 Forest River Georgetown and Coachmen Sportscoach Class A motorhome recreational vehicles. 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 08/20/2020 through 9/28/2020

### **DEFECT/NONCOMPLIANCE:**

The motor in the P2K Bunk System has a potential to fail due to an internal gear failure.

### **EVALUATION OF RISK:**

If the inner-gear fails, this may allow the bunk to fall freely from a stowed position while in travel mode. This condition may interfere with the operator, potentially resulting in personal injury, which may lead to a crash.

### **SERVICE PROCEDURE:**

The Dealership Service Department Procedure to replace the motor is located on Dealer Connect.

Sportscoach – Refer to 20E074 Repair Instruction Document

Georgetown – Refer to 20V605 – Remedy Instructions – Georgetown only, and 20E074 Repair Instruction Document

**Please see contact options below to order parts and submit claim through Forest River only.**

### **Contact Options:**

- Forest River Georgetown - 574-206-7600 or by email, [motorizedservice@forestriverinc.com](mailto:motorizedservice@forestriverinc.com) please have this notice available when calling and they will assist you.
- Coachmen Sportscoach - 574-825-8212. Please have this notice available when calling and they will assist you.

### **WHAT IS THE PART NUMBER FOR THE MOTOR?**

**Georgetown – F100092516**

**Sportscoach – F100230280**

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## PARTS AND RETURN:

Part Return is required for the remedy after installation. Part Return is a condition of payment in which must be provided with a claim against the repair code(s). No Prior Authorization Required. No Pictures Required

## DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V605	N/A	RC-098-01-00-003807	REPLACE BUNK MOTOR	PAR Required

## HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
Georgetown Customer Service	(574) 206-7600
Sportscoach Customer Service	(574) 825-8212
CONTACT	EMAIL
Georgetown Customer Service	<a href="mailto:motorizedservice@forestriverinc.com">motorizedservice@forestriverinc.com</a>

The Recall shall be considered the utmost priority to remedy the 2021 Forest River Georgetown and Coachmen Sportscoach Class A motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021 Forest River Georgetown and Coachmen Sportscoach Class A motorhome recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2021 Forest River Georgetown and Coachmen Sportscoach Class A motorhome recreational vehicles, 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 2021 Forest River Georgetown and Coachmen Sportscoach Class A motorhome recreational vehicles 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.**

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