

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V475

CANADA RECALL: N/A

FR ID# 504-1374

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

06/25/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River – Office of Corporate Compliance (“OCC”) has decided that a noncompliance, which relates to the motor vehicle safety, exists in certain 2021 East to West Entrada Class C Motorhome recreational vehicles. Failing to comply with the requirements of *Federal Motor Vehicle Safety Standard (FMVSS)* number 120, “Incorrect amount of safety belts for occupants” and 49 CFR Part 567 “Certification”.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The federal placard states there are six available safety belt equipped seating positions when in fact there are only four. Additionally this does not comply with FMVSS 120 “Incorrect amount of safety belts for occupants” and FMVSS 567 “Certification”

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

A consumer may not be aware of the occupancy total, which may lead to certain passengers not having a safety belt secured during transit. In the event of a crash, this could result in injury or death.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

The remedy for this recall is included with this notification. Forest River has notified dealerships of this recall and have provided them with remedy instructions to install these Federal Placards if you are uncomfortable installing them yourself. 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?

Federal Placard Installation:

- The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door;
- Wipe off the labels with isopropyl alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels

If you are not comfortable with installing these labels:

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 .10 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.

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UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V475	N/A	RC-002-01-00-004079	INSTALL NEW FEDERAL PLACARD	.10 HRS

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:

East to West
Forest River, Inc.
Attn: WARRANTY MANAGER
3000 County Road 6 West
Elkhart, IN 4614

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 within 10 working days of receiving this notice. 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 Forest River Representative listed below:

CONTACT	PHONE
EAST TO WEST CUSTOMER SERVICE	(574) 264-6664

If you are still having difficulty getting your vehicle 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: 21V475

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