

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V523
CANADA RECALL: 2021-423
FR ID: 51-1380

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

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

August 2021

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 2017-2021 Coachmen Sportscoach, 2014 – 2017 Cross Country, 2015 Encore, 2016 – 2020 Mirada Class A Motorhomes. As well as 2014 – 2021 Forest River Georgetown, 2019 – 2021 Berkshire, 2014 FR3, and 2019 Legacy Class A Motorhomes, Along with 2011 – 2016 Forest River Blue Ridge, 2012 – 2019 Cardinal, 2014 – 2020 Cedar Creek, and 2014 – 2018 Riverstone Fifth Wheels. 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).

DEFECT/NONCOMPLIANCE:

As per Lippert Components Inc. Recall 21E047, certain Hehr 6400 Series Windows may have an adhesive failure on the vented portion of the window.

EVALUATION OF RISK:

Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

SERVICE PROCEDURE:

The remedy instructions are located on Dealer Connect. A gauge is needed to inspect the window to determine if the adhesive is good. The gauge(s) will be sent to you within 7-10 business days after receiving this notice. Lippert will ship them to your dealership, referencing the recall number 21V523, 2021-423. Perform the inspection, if the window(s) pass, please enter a claim on Dealer Connect for inspection only. If the window does not pass the inspection, please continue to follow the remedy instructions to determine which window(s) will need to be ordered. Please place the order for the window(s) with Lippert at www.lci1.com referencing the recall number 21V523, 2021-423. Once the window(s) are replaced, please file a claim for the inspection and replacement on Dealer Connect. Additional questions can be answered by using the contact information on the back of this letter.

WHAT IS THE PART NUMBER OF THE REMEDY KIT?

Lippert - Gauge – 2021094575

Lippert – Windows – Various See Remedy Instructions on Dealer Connect

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V523	2021-423	RC-043-05-00-004088	Inspection Only	.4 hrs./Unit
21V523	2021-423	RC-043-01-00-004089	Inspection and Replacement	.5 hrs./Window

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	Address
Lippert Components	(574) 537-8900	customerservice@lci1.com
Sportscoach, Mirada, Encore and Cross Country	(574) 825-8212	1310 CR 37 Middlebury, IN 46540
Georgetown and FR3	(574) 206-7600	55135 CR 1 Elkhart, IN 46514
Berkshire and Legacy	(574) 522-1368	1800 West Hively Elkhart, IN 46517
Cardinal and Blue Ridge	(574) 296-7700	3603 S Nappanee St. Elkhart, IN 46517
Cedar Creek	(260) 593-4000	501 Hawpatch Dr. Topeka, IN 46571
Riverstone	(260) 499-2065	406 Lehman Dr. Topeka, IN 46571

The Recall shall be considered the utmost priority to remedy the 2017-2021 Coachmen Sportscoach, 2014 – 2017 Cross Country, 2015 Encore, 2016 – 2020 Mirada Class A Motorhomes. As well as 2014 – 2021 Forest River Georgetown, 2019 – 2021 Berkshire, 2014 FR3, and 2019 Legacy Class A Motorhomes, Along with 2011 – 2016 Forest River Blue Ridge, 2012 – 2019 Cardinal, 2014 – 2020 Cedar Creek, and 2014 – 2018 Riverstone Fifth Wheels in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2017-2021 Coachmen Sportscoach, 2014 – 2017 Cross Country, 2015 Encore, 2016 – 2020 Mirada Class A Motorhomes. As well as 2014 – 2021 Forest River Georgetown, 2019 – 2021 Berkshire, 2014 FR3, and 2019 Legacy Class A Motorhomes, Along with 2011 – 2016 Forest River Blue Ridge, 2012 – 2019 Cardinal, 2014 – 2020 Cedar Creek, and 2014 – 2018 Riverstone Fifth Wheels listed under this Recall.

If your dealership has already performed the remedy to 2017-2021 Coachmen Sportscoach, 2014 – 2017 Cross Country, 2015 Encore, 2016 – 2020 Mirada Class A Motorhomes. As well as 2014 – 2021 Forest River Georgetown, 2019 – 2021 Berkshire, 2014 FR3, and 2019 Legacy Class A Motorhomes, Along with 2011 – 2016 Forest River Blue Ridge, 2012 – 2019 Cardinal, 2014 – 2020 Cedar Creek, and 2014 – 2018 Riverstone Fifth Wheels, 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 2017-2021 Coachmen Sportscoach, 2014 – 2017 Cross Country, 2015 Encore, 2016 – 2020 Mirada Class A Motorhomes. As well as 2014 – 2021 Forest River Georgetown, 2019 – 2021 Berkshire, 2014 FR3, and 2019 Legacy Class A Motorhomes, Along with 2011 – 2016 Forest River Blue Ridge, 2012 – 2019 Cardinal, 2014 – 2020 Cedar Creek, and 2014 – 2018 Riverstone Fifth Wheels, 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