



FORETRAVEL
MOTORCOACH

IMPORTANT SAFETY RECALL NOTICE

21V-788

IMPORTANT SAFETY RECALL

NHTSA Recall No. 21V-7881961

Dear Dealer or Service Manager:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Foretravel Inc. has concluded that a defect which relates to motor vehicle safety recall 21V-788 exists on certain Foretravel coaches that fall within the list below.

Foretravel IC-37 / 2020-2022

Foretravel IH-45 / 2020-2022

Foretravel Realm / 2020-2022

What is the defect?

Foretravel is recalling 2020-2022 iH-45, Realm FS605, Realm FS450 and iC-37 recreation vehicles equipped with HEHR 6400 Series Windows. The adhesive that bonds the vented portion of the window may fail allowing the window to detach, increasing the risk of a crash or injury

Corrective Action

Foretravel will supply a gauge to be used while conducting inspections of the vent portion of the 6400 series windows as well as a replacement vent if the original vent is found to have an adhesive bond issue.

Reimbursement

Foretravel will reimburse 0.4 labor charged to inspect the involved vented windows and/or replace any needed vent at a flat rate of 0.5 labor hour. The parts for the remedy are currently available.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.
2. To obtain necessary parts and/or verify recall status, please call **1-800-955-6226 option 3** providing the VIN number (last 6 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.

COMPLETING THE WORK:

1. Complete the work as instructed in Foretravel's recall service bulletin

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 21V-788 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

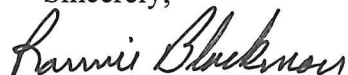
1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected unit by calling Foretravel **1.800.955-6226 opt 3** for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

Foretravel ASSISTANCE:

1. If you have **technical questions**, please call Foretravel Technical Support Department at **1.800.955-6226 opt 3**.
2. If you have questions regarding warranty claims, call **1.800.955-6226 opt 3**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely,



Ronnie Blackmon

Warranty Director/Customer Assistance
Foretravel, Inc.
800-955-6226 opt.3