

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

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

August 2021

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 *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, 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. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE 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 THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

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

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. 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?

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 may vary around .5 hours per window. 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.

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 refer to the back of this notification for contact information and mailing addresses

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MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE	Address
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

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 after the day in which the notice is received. 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.

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, 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: 21V523

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: 2021-423

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