

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 23V262
CANADA RECALL: 2023-217
FR ID:51-1607

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

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

May 2023

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 has decided that a safety defect exists in one single 2021 FR3 Class A Motorhome, one single 2021 Forester Class A Motorhome and one single 2021 Georgetown Class A Motorhome recreational vehicles. As well as certain 2022-2023 East to West Entrada Class C Motorhomes. Certain 2023 East to West Alta, Coachmen Apex, Spirit, Travel Trailers and 2023 Coachmen Brookstone, Chaparral, Chaparral Lite, Shasta Phoenix, Crusader, Sanibel, and East to West Tandara Fifth Wheel 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(s) are referenced in the attached document(s).

The designated date range of production is:

Forester Class C Motorhome 09/30/2021
FR3 Class C Motorhome 05/12/2021
Georgetown Class A Motorhome 05/25/2021
East to West Entrada Class C Motorhome 08/18/2022 - 03/31/2023
East to West Alta Travel Trailers 08/19/2022 - 03/31/2023
Coachmen Apex Travel Trailers 08/18/2022 - 02/22/2023
Coachmen Brookstone Fifth Wheels 09/21/2022 - 03/27/2023
Coachmen Chaparral and Chaparral Lite Fifth Wheels 08/18/2022 - 04/10/2023
Crusader Fifth Wheels 08/18/2022 - 03/29/2023
Sanibel Fifth Wheels 08/18/2022 - 02/24/2023
Shasta Phoenix Fifth Wheels 08/18/2022 - 03/30/2023
Coachmen Spirit Travel Trailers 08/24/2022 - 03/02/2023
East to West Tandara Fifth Wheels 12/20/2022 - 03/30/2023

WHAT IS THE DEFECT/NONCOMPLIANCE?

According to Lippert Components recall 23E027: "In transit, the mounting hardware holding the solar panel in place could become loose or pull through slots in the solar panel."

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

According to Lippert Components recall 23E027: "Solar Panels could separate from the bracket while the RV is in transit." Additionally, this condition may lead to personal injury or property damage.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect. Please see next page for additional information.

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WHAT IS THE PART NUMBER OF THE REMEDY KIT?

See Remedy Instructions on Dealer Connect.

Prior Authorization is **NOT** Required. If the solar panel is black in color (see remedy) there is no action needed. Claim the "INSPECTION ONLY" Code. If the remedy is needed claim the "INSPECTION & PERFORM REMEDY" Code. Please submit a photo of the serial tag on the top glass surface with claim. If the serial tag is not present, please note this on the claim and submit without photo.

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
23V262	2023-217	RC-689-05-00-004328	INSPECTION ONLY	.25 HRS.
23V262	2023-217	RC-689-03-00-004329	INSPECTION & PERFORM REMEDY	.70 HRS

CONTACT	PHONE
East to West Alta, Entrada and Tandara Customer Service	(574) 264-6664
Coachmen Apex and Spirit	(574) 825-8205
Coachmen Brookstone, Chaparral, Chaparral Lite, and Shasta Phoenix	(574) 825-7101
Crusader and Sanibel	(574) 862-1025
Georgetown, Forester and FR3	(574) 206-7600

The Recall shall be considered the utmost priority to remedy the one single 2021 FR3, 2021 Forester Class C Motorhome and one single 2021 Georgetown Class A Motorhome recreational vehicles. As well as certain 2022-2023 East to West Entrada Class C Motorhomes. Certain 2023 East to West Alta, Coachmen Apex, Spirit, Travel Trailers and 2023 Coachmen Brookstone, Chaparral, Chaparral Lite, Shasta Phoenix, Crusader, Sanibel, and East to West Tandara Fifth Wheels in question. **The retail consumer shall not be charged** any amount of monies for remedy to their one single 2021 FR3, 2021 Forester Class C Motorhome and one single 2021 Georgetown Class A Motorhome recreational vehicles. As well as certain 2022-2023 East to West Entrada Class C Motorhomes. Certain 2023 East to West Alta, Coachmen Apex, Spirit, Travel Trailers and 2023 Coachmen Brookstone, Chaparral, Chaparral Lite, Shasta Phoenix, Crusader, Sanibel, and East to West Tandara Fifth Wheel listed under this Recall.

If your dealership has already performed the remedy to one single 2021 FR3, 2021 Forester Class C Motorhome and one single 2021 Georgetown Class A Motorhome recreational vehicles. As well as certain 2022-2023 East to West Entrada Class C Motorhomes. Certain 2023 East to West Alta, Coachmen Apex, Spirit, Travel Trailers and 2023 Coachmen Brookstone, Chaparral, Chaparral Lite, Shasta Phoenix, Crusader, Sanibel, and East to West Tandara Fifth Wheel, 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 one single 2021 FR3, 2021 Forester Class C Motorhome and one single 2021 Georgetown Class A Motorhome recreational vehicles. As well as certain 2022-2023 East to West Entrada Class C Motorhomes. Certain 2023 East to West Alta, Coachmen Apex, Spirit, Travel Trailers and 2023 Coachmen Brookstone, Chaparral, Chaparral Lite, Shasta Phoenix, Crusader, Sanibel, and East to West Tandara Fifth Wheel 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,
Forest River, Inc.
Office of Corporate Compliance