

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

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

May 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements *Motor Vehicle Safety Act*. This notice is also sent in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in one single 2021 FR3 Class A Motorhome, 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 recreational vehicles. 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?

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 a crash.

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. There will be hardware and a bracket added to the solar panel mount to ensure it is secure for transit. If the solar panel has detached a replacement will be provided. 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 .70 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.

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:

Forest River, Inc.
Attn: Office of Corporate Compliance
PO Box 30
Middlebury, IN 46540

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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.

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 Alta, Entrada and Tandara	(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

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: 23V262

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: 2023-217

Sincerely,
Forest River Inc.
Office of Corporate Compliance