

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 210-1637

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

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

May 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Notice from Chevrolet involving certain 2023 Coachmen Entourage 330DSC Class C Motorhome Recreational Vehicle. Please see the information below which describes the issue.

WHAT IS THE ISSUE?

As per Chevrolet's notice "We have learned that your 2022 model year Chevrolet Silverado may have incorrect instructions in the Owner Manual regarding the front spring U-bolt torque specification.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

April 2023

This notice applies to your vehicle, **VIN:**

We have learned that your 2022 model year Chevrolet Silverado may have incorrect instructions in the Owner Manual regarding the front spring U-bolt Service torque specification.

Your satisfaction with your Silverado is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your Chevrolet dealer will print and insert the revised Owner Manual page(s) for all vehicles. On certain vehicles, dealers will verify the front spring u-bolt torque and, if necessary, replace the front spring u-bolt and nuts. This service will be performed for you at **no charge until April 30, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 711 / 1.800.833.2438).

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Silverado provides you with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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