

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V202  
CANADA RECALL: 2019-141

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

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

04/8/2019

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 National Traffic and Motor Vehicle Safety Act (US) and the Motor Vehicle Safety Act (Canada). Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect relates to the motor vehicle safety, exists in certain 2018-2019 Orion, Freelander, and Leprechaun Class C recreational vehicles, 2018-2019 Rockport Commercial Work Truck, 2018-2019 Berkshire Ultra Coach, and Starcraft Transit Buses

## **WHAT IS THE DEFECT/NONCOMPLIANCE?**

As per ASA Electronics LLC; On your vehicle, it may be possible for the VOM74MM mirror monitor (if the serial number starts with A, B or C) to power ON with an image that is reversed from what is expected.

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

As per ASA Electronics LLC; The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle increasing the risk of a crash. **Please utilize your side mirrors until the repair is implemented.**

## **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 without delay and request a service appointment to schedule the free remedy. ASA Electronics will be happy to work with your dealer to schedule a successful installation of the harness/relay/capacitor module. The vehicle Owner is responsible for making arrangements 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](http://www.forestriverinc.com) for dealer locations.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

Installation of the harness/relay/capacitor module may take up to 30 minutes. 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.

# IMPORTANT SAFETY RECALL

Please send the service invoice to the following address:

Orion, Freelander, and Leprechaun  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
423 N Main St  
Middlebury, IN 46540

Rockport  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2323 Middlebury St  
Elkhart, IN 46516

Starcraft, and Berkshire  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2367 Century Dr  
Goshen, IN 46528

## **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. 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
ASA Electronics LLC	(877) 384-4400
Orion, Freelander, & Leprechaun	(574) 825-8602
Rockport	(574) 522-7599
Starcraft & Berkshire	(574) 642-3112

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without charge, you may write to the following address:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noël street, Gatineau, Quebec, J8Z 0A1

Or you may call the toll free Vehicle Safety Hotline  
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Telephone (800) 333-0510  
Facsimile (819) 420-4292

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
Recall ID: 19V202

Recall ID: 2019-141

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