



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 30, 2020

Mr. Mike Becker  
Director of Corporate Compliance  
Forest River, Inc.  
2324 Century Drive  
Goshen, IN 46528

NEF-150KL  
20V-371

**Subject:** Frameless Window Glass Panels May Detach

Dear Mr. Becker:

This letter serves to acknowledge Forest River, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

COACHMEN/APEX/2020  
FOREST RIVER/CEDAR CREEK/2020  
FOREST RIVER/COLUMBUS/2020  
FOREST RIVER/FLAGSTAFF/2020  
FOREST RIVER/PALOMINO/2020  
FOREST RIVER/ROCKWOOD/2020  
FOREST RIVER/SUNSEEKER/2020  
PALOMINO/REAL-LITE CAMPER/2020

**Mfr's Report Date:** June 24, 2020

**NHTSA Campaign Number:** 20V-371

**Components:**

VISIBILITY:GLASS, SIDE/REAR

**Potential Number of Units Affected:** 783

**Problem Description:**

Forest River, Inc. (Forest River) is recalling certain 2020 Cedar Creek, Columbus, Flagstaff, Coachmen Apex, Palomino, Rockwood, and Sunseeker recreational vehicles and Palomino soft and hard-side truck campers and Real-Lite Truck Campers. The adhesive bond between the glass and the metal hinge frame of the frameless crank out vent and egress windows may fail which would then allow the glass to detach and fall out.

**Consequence:**

If the window glass detaches while the vehicle is moving it could become a projectile, increasing the risk of injury or a crash.

**Remedy:**

Forest River will notify owners, and dealers will inspect the windows for proper adhesive bond strength, replacing the windows as necessary, free of charge. This recall is expected to begin August 3, 2020. Owners may contact Rockwood & Flagstaff Customer Service at 1-574-642-8943, Cedar Creek Customer Service at 1-260-593-4000, Sunseeker Customer Service at 1-574-206-7600,

Coachmen Apex and Apex Nano Customer Service at 1-574-358-0401, Palomino Customer Service at 1-269-432-3246, Columbus Customer Service at 1-574-821-1487 or Lippert Customer Service at 1-574-537-8900.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Forest River's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement