

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V371
CANADA RECALL: 2020-285
FR ID: 51-1150

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

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

<<DATE>>

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 – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2020 Coachmen Apex, Cedar Creek, Columbus, Flagstaff, Palomino Hard Side Truck Camper, Palomino Soft Side Truck Camper, Real-Lite Truck Camper, Rockwood, and Palomino Travel Trailers. Also in certain 2020 Sunseeker motorhome 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 referenced in the attached document(s).

The designated Date range of production is:

Apex 1/20/20 - 1/23/20

Cedar Creek 1/21/2020 - 1/30/2020

Columbus 1/21/2020 - 1/29/2020

Flagstaff 1/15/2020 - 1/29/2020

Palomino Hard Side Truck Camper 1/10/2020 - 2/6/2020

Palomino 1/17/2020 - 2/5/2020

Real-Lite Truck Camper 1/15/2020 - 2/4/2020

Rockwood 1/15/2020 - 1/29/2020

Palomino Soft Side Truck Camper 1/21/2020 - 1/27/2020

Sunseeker 1/15/2020 - 1/21/2020

DEFECT/NONCOMPLIANCE:

In certain Lippert Components, Inc. 3000 Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass.

EVALUATION OF RISK:

If the adhesion bond fails where the glass meets the hinge frame, the window glass could potentially detach. If the window glass detaches especially in transit the risk of a crash, property damage, death or injury could occur

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the window inspection and/or replacement can be found on Dealer Connect

IMPORTANT SAFETY RECALL

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20V371	2020-285	RC-043-05-00-003487	UNIT INSPECTION FOR WINDOWS	.5 PER UNIT
20V371	2020-285	RC-043-01-00-003488	REPLACEMENT OF GLASS	.3 PER WINDOW

HELPFUL CONTACT INFORMATION

CONTACT	PHONE
Lippert Customer Service	(574) 537-8900
Rockwood & Flagstaff Customer Service	(574) 642-8943
Cedar Creek Customer Service	(260) 593-4000
Sunseeker Customer Service	(574) 206-7600
Coachmen Apex, Apex Nano Customer Service	(574) 358-0401
Palomino Customer Service	(269) 432-3246
Columbus Customer Service	(574) 821-1487

The Recall shall be considered the utmost priority to remedy the 2020 Coachmen Apex, Cedar Creek, Columbus, Flagstaff, Palomino Hard Side Truck Camper, Palomino Soft Side Truck Camper, Real-Lite Truck Camper, Rockwood, and Palomino Travel Trailers. Also in certain 2020 Sunseeker motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2020 Coachmen Apex, Cedar Creek, Columbus, Flagstaff, Palomino Hard Side Truck Camper, Palomino Soft Side Truck Camper, Real-Lite Truck Camper, Rockwood, and Palomino Travel Trailers. Also in certain 2020 Sunseeker motorhome recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2020 Coachmen Apex, Cedar Creek, Columbus, Flagstaff, Palomino Hard Side Truck Camper, Palomino Soft Side Truck Camper, Real-Lite Truck Camper, Rockwood, and Palomino Travel Trailers. Also in certain 2020 Sunseeker motorhome recreational vehicles, 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 2020 Coachmen Apex, Cedar Creek, Columbus, Flagstaff, Palomino Hard Side Truck Camper, Palomino Soft Side Truck Camper, Real-Lite Truck Camper, Rockwood, and Palomino Travel Trailers. Also in certain 2020 Sunseeker motorhome recreational vehicles 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,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance