

# 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

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

7/15/2020

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 *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, 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. 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?**

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

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.

## **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 to inspect and/or replace the glass. 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](http://www.forestriverinc.com) for dealer locations.

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

The estimated time of repair varies. 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.

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Please send the service invoice to the following address:

Rockwood & Flagstaff Cedar Creek  
Attn: WARRANTY MANAGER Attn: WARRANTY MANAGER  
201 West Elm Street 501 Hawpatch Dr  
Millersburg, IN 46543 Topeka, IN 46571

Sunseeker Coachmen Apex  
Attn: WARRANTY MANAGER Attn: WARRANTY MANAGER  
55135 CR 1 423 N. Main St  
Elkhart, IN 46514 Middlebury, IN 46540

Palomino Columbus  
Attn: WARRANTY MANAGER Attn: WARRANTY MANAGER  
1047 E M-86 105 14<sup>th</sup> Ave  
Colon, MI 49040 Middlebury, IN 46540

## 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
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

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:

### **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](http://www.safercar.gov) and search;  
Recall ID: 20V371

### **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: 2020-285

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