



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 16, 2021

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

NEF-107KL
21V-523

Subject: Window Adhesive Failure

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/CROSS COUNTRY/2015-2017
COACHMEN/ENCORE/2015
COACHMEN/MIRADA/2016-2020
COACHMEN/SPORTSCOACH/2018-2021
FOREST RIVER/BERKSHIRE/2019-2021
FOREST RIVER/BLUE RIDGE/2011-2016
FOREST RIVER/CARDINAL/2014-2019
FOREST RIVER/CEDAR CREEK/2014-2020
FOREST RIVER/GEORGETOWN/2014-2021
FOREST RIVER/LEGACY/2019
FOREST RIVER/RIVERSTONE/2017-2018

Mfr's Report Date: July 9, 2021

NHTSA Campaign Number: 21V-523

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER
STRUCTURE

Potential Number of Units Affected: 825

Problem Description:

Forest River, Inc. (Forest River) is recalling certain 2015-2017 Coachmen Cross Country, 2015 Coachmen Encore, 2016-2020 Coachmen Mirada, 2018-2021 Coachmen Sportscoach, 2019-2021 Forest River Berkshire, 2011-2016 Forest River Blue Ridge, 2014-2019 Forest River Cardinal, 2014-2020 Forest River Cedar Creek, 2014-2021 Forest River Georgetown, 2019 Forest River Legacy, and 2017-2018 Forest River Riverstone recreational vehicles equipped with Hehr 6400 Series windows. The adhesive that bonds the vented portion of the window may fail.

Consequence:

Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

Remedy:

Dealers will inspect the windows, and replace the vent if necessary, free of charge. Owner notification letters are expected to be mailed August 18, 2021. Owners may contact Forest River customer service at 1-574-825-8600. Forest River's number for this recall is 51-1380.

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.nhtsa.gov.

Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

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.

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.

Forest River, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a long, sweeping underline.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement