

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 23V014

CANADA RECALL: N/A

FR ID: 42-1594

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

February 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements *Motor Vehicle Safety Act* and in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in certain 2021 Berkshire Coach Ultra UL1952. 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?

According to Carefree of Colorado recall 22E094: "There is a potential for cracks to develop in the Gearbox Housing. In a fraction of a percent of units, a Gearbox Housing has been observed with a crack that may develop into a fracture. In the event of a fracture, there appears to be a potential for release of the awning brake under certain in-use conditions. An awning that extends unintentionally while a motor home is in motion could be a distraction and/or present a road hazard to the vehicle driver or surrounding traffic, which can increase the risk of a crash without prior warning. As a precaution, owners should manually secure the awnings to reduce the potential for unintentional awning extension until they are able to bring their vehicle in to a dealership for inspection."

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

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WHAT IS CAREFREE OF COLORADO GOING TO DO?

Forest River is notifying dealerships of the recall. Carefree will provide, at no cost to you, additional support for the internal components of the Gearbox Housing.

WHAT SHOULD YOU DO?

Upon receipt of this letter, please, contact Carefree of Colorado at the phone number listed below. They will assist you with the next steps to obtain replacement parts and file your claim for labor.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .75 hours. 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.

Please send the service invoice to the following address:

Carefree of Colorado
2145 W. 6th Avenue,
Broomfield, CO 80020

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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	EMAIL
CAREFREE OF COLORADO CUSTOMER SERVICE	(303) 469-3324	WARRANTY@CAREFREEOFCOLORADO.COM
FOREST RIVER CUSTOMER SERVICE	(800) 348-7440	

If you are still having difficulty getting your vehicle 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 and search;
Recall ID: 23V014

Sincerely,
Forest River Bus LLC
Office of Corporate Compliance