

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 23V133
CANADA RECALL: 2023-103
FR ID: 310-1603

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

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

March 2023

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 has decided that a safety defect exists in one single 2013 Coachmen Cross Country, in addition to certain 2023 Coachmen Sportscoach Class A 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 10/14/2022 through 01/31/2023.

WHAT IS THE DEFECT/NONCOMPLIANCE?

According to the Recall Notice - 23E008 - received from Lippert Components: "The defect is an attachment point within the entry door latch supplied to Lippert for installation into specific series of RV Entry Doors. A specific attachment point was inadvertently weakened when the vendor implemented an improvement to create a more secure attachment groove for the retaining ring in the handle design of the latch."

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

According to the Recall Notice - 23E008 - received from Lippert Components: "A defective entry door latch would not allow entry or exit via the door." Increasing the risk of injury.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

Pictures of the door tag are required for the inspection only, and if the remedy needs performed. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
22V133	2023-103	RC-034-05-00-004304	INSPECTION ONLY	.30 HRS
22V133	2022-103	RC-034-01-00-004305	INSPECTION AND REMEDY	.70 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
SPORTSCOACH CUSTOMER SERVICE	(574) 825-8212
LIPPERT CUSTOMER SERVICE	(432) 547-7378

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The Recall shall be considered the utmost priority to remedy the 2023 Coachmen Sportscoach Class A Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2023 Coachmen Sportscoach Class A Motorhome listed under this Recall.

If your dealership has already performed the remedy to 2023 Coachmen Sportscoach Class A Motorhome, 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 2023 Coachmen Sportscoach Class A Motorhome 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,
Forest River, Inc.
Office of Corporate Compliance