

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V747

FR Recall ID: 55-1105

DETROIT DIESEL RECALL ID: D19M4

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

October 21, 2019

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 2017 - Dynamax – DXC37BH, DXC37RB, DXC37TS, FRC37BHHD and FRC37TSHD Class C recreational vehicles.

## **WHAT IS THE DEFECT/NONCOMPLIANCE?**

According to the Detroit Diesel defect notice: “A different I-beam design was introduced on Model 3 Detroit™ Axles that does not have a flat mating surface on the bottom side of the I-beam where the optional stabilizer brackets are mounted and may result in damage to the stabilizer bracket due to bending stress during assembly of the U- bolts at the truck manufacturing plant.”

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

If the stabilizer bracket broke, there may be a loss of vehicle control, which may lead to a crash.

## **WHAT SHOULD YOU DO?**

Please contact your nearest Detroit Diesel Authorized Repair Facility without delay, and request a service appointment to schedule the free inspection and if required, remedy. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Detroit Diesel and Forest River of having a recall of your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of these letters when you take your vehicle in for the recall remedy.

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

The estimated time of repair is 3.10 hours, according to Detroit Diesel. However, the Detroit Diesel Authorized Repair Facility 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?**

Please refer to the terms of reimbursement by Detroit Diesel.

## **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. 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 FORD OR FOREST RIVER ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact your Ford or Forest River Representative listed below:

CONTACT	PHONE
DETROIT DIESEL CUSTOMER SERVICE	(313) 592-5000

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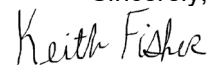
If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without charge, you may write to the following address:

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;  
FOREST RIVER Recall ID: 19V747  
DETROIT DIESEL RECALL ID: D19M4

Sincerely,



Forest River, Inc.  
Engineer

Office of Corporate Compliance