

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V358
CANADA RECALL: 2020-270
FR ID: 51-1171

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

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

06/18/2020

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 – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2020-2021 Batisti Coach, Forester, Isata, Sunseeker, Coachmen Galleria, and Coachmen Prism. 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:

Batisti Coach 3/30/2020 - 3/30/2020
Forester 10/31/2019 - 3/3/2020
Galleria 9/10/2019 - 3/17/2020
Isata 10/16/2019 - 5/13/2020
Prism 2/27/2020 - 5/12/2020
Sunseeker 11/22/2019 - 2/24/2020

DEFECT/NONCOMPLIANCE:

As stated in Mercedes Recall 20V180; Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the Operator’s Manual for certain Sprinter vehicles [platform 907 (VS30)] with automatic transmission does not correctly specify certain conditions under which the automatic parking function (“Auto-P”) operates.

EVALUATION OF RISK:

As stated in Mercedes Recall 20V180; The Operator’s Manual describes certain functions, which would automatically engage the park position “P” if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles. If a customer were to rely on the Auto-P function as described in the Operator’s Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

SERVICE PROCEDURE:

Please contact your authorized Mercedes-Benz or Freightliner Sprinter dealer. Mercedes will supplement the Operator’s Manual with a correct description of the Auto-P function, which is already in the vehicle. Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the vehicle’s New Vehicle Limited Warranty.

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
MERCEDES CUSTOMER SERVICE	(854) 888-3374

The Recall shall be considered the utmost priority to remedy the certain 2020-2021 Batisti Coach, Forester, Isata, Sunseeker, Coachmen Galleria, and Coachmen Prism in question. **The retail consumer shall not be charged** any amount of monies for remedy to their certain 2020-2021 Batisti Coach, Forester, Isata, Sunseeker, Coachmen Galleria, and Coachmen Prism listed under this Recall.

If your dealership has already performed the remedy to certain 2020-2021 Batisti Coach, Forester, Isata, Sunseeker, Coachmen Galleria, and Coachmen Prism, 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 certain 2020-2021 Batisti Coach, Forester, Isata, Sunseeker, Coachmen Galleria, and Coachmen Prism 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,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance