

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V363  
CANADA RECALL: 2020-278  
FR ID: 51-1177  
DTNA RECALL: 20V181

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

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

6/25/2020

## **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 Forest River Batisti Coach, Forester, Galleria, Isata, and Sunseeker 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 07/25/2019 through 06/11/2020

### **DEFECT/NONCOMPLIANCE:**

As per Daimler Vans USA, LLC (DVUSA) recall # 20V181 a recall is being issued on certain 2019 Freightliner Sprinter and Mercedes-Benz Sprinter vehicles. The rear part of the fender liner on the front axle may contact and chafe the brake hose, possibly resulting in a loss of brake fluid.

### **EVALUATION OF RISK:**

If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could make contact with the brake hose, which could lead to chafing of the brake hose and the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid runs dry, this may extend the braking distance and increase the risk of a crash

### **SERVICE PROCEDURE:**

Please contact Mercedes-Benz or Freightliner Sprinter immediately, and request a service appointment to schedule the free remedy. Dealers will inspect and replace the brake hoses, as necessary. Additionally, the fender liners will be modified. All services will be performed free of charge. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3BRADVER.

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
DTNA CUSTOMER SERVICE	(877) 762-8267

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

If your dealership has already performed the remedy to 2020-2021 Forest River Batisti Coach, Forester, Galleria, Isata, and Sunseeker motorhome recreational vehicles, 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 2020-2021 Forest River Batisti Coach, Forester, Galleria, Isata, and Sunseeker motorhome recreational vehicles 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