

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V477
CANADA RECALL: 2020-375
FR ID: 51-1206

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

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

08/25/2020

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 2020-2021 Coachmen Prism and Galleria as well as Forest River Forester, Sunseeker, and Isata motorhome recreational vehicles. 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?

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019 Mercedes-Benz and Freightliner Sprinter vans (platform 970 (VS30)), equipped with swivel seats. The wiring harnesses for the front seats may have been routed incorrectly and could become jammed and damaged in the swivel seat frames.

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

If electric cables in the wiring harness become jammed and damaged in the swivel-seat frame, the operation of the side airbag within the seat could be adversely affected which could cause the side airbag to deploy inadvertently or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants. If electric cables in the wiring harness become jammed and damaged in the swivel-seat frame, the operation of the side airbag within the seat could be adversely affected which could cause the side airbag to deploy inadvertently or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants.

WHAT IS DAIMLER VANS USA, LLC (DVUSA) GOING TO DO?

An authorized Mercedes-Benz or Freightliner Sprinter dealer will inspect the wire harness routing for both front seats and will repair the wiring and add clips or cable ties as needed, free of charge. An authorized Mercedes-Benz or Freightliner Sprinter dealer will inspect the installation of the seat wiring harness (left/right) of the front seats and will add clips or cable ties, as needed, to ensure that the course routing is according to specification.

What is the DVUSA Customer Service Phone Number? Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3DREHSIK.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

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:

Daimler Vans USA, LLC
One Mercedes-Benz Drive
Sandy Springs GA 30328

IMPORTANT SAFETY RECALL

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 DAIMLER VANS USA, LLC (DVUSA) ASSIST YOU FURTHER?

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

CONTACT	PHONE
Daimler Vans USA, LLC	1-877-762-8267

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, 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: 20V477

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510
Facsimile (819) 420-4292

Recall ID: 2020-375

Sincerely,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance