

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V158
CANADA RECALL: 2020-109
FR ID: 51-1149

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

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

03/26/2020

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 2016 – 2018 Dynamax REV RVC24RB and REVRVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, 2016 Coachmen Orion ORP24RB Class C 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?

Per FCA’s Recall Notice 20V036 - The transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

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

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

Identify any warning which can precede or occur:

There will not be any prior warning of the transmission shifter cable disconnection from the transmission. However, after the cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever, the gear position indicators in the vehicle will all show the actual gear of the transmission regardless of the shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster messages and audible chime if the driver's door is opened while the transmission is not in PARK.

WHAT IS FCA GOING TO DO:

FCA US will conduct a Voluntary Safety Recall to replace the transmission shift cable (part number 68166623AC) on all affected vehicles. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arrangements 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.

You may also visit www.forestriverinc.com for dealer locations.

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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.

HELPFUL CONTACT INFORMATION

CONTACT	PHONE
FCA CUSTOMER SERVICE	(866) 726-4636
FOREST RIVER VANS	(903) 592-8366
DYNAMAX CUSTOMER SERVICE	(574) 262-3474
COACHMEN ORION CUSTOMER SERVICE	(574) 825-8602

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: 20V158

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: 2020-109

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