

# 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: 2020-279  
FR ID: 51-1177  
DTNA RECALL: 20V181

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

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

7/8/2020

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 Forest River Batisti Coach, Forester, Galleria, Isata, and Sunseeker 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?**

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

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.

## **WHAT IS FOREST RIVER AND MERCEDES GOING TO DO?**

Forest River will notify owners and dealers of this recall. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, to replace them. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines..

## **WHAT SHOULD YOU DO?**

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.

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

The estimated time of repair is 2.0 hours. However, the dealership 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?**

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

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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.**

## MAY FOREST RIVER ASSIST YOU FURTHER?

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

CONTACT	PHONE
DTNA CUSTOMER SERVICE	(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](http://www.safercar.gov) and search;  
Recall ID: 20V363

### **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: 2020-279

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