

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 22E070
CANADA RECALL: 2022-559
FR ID: xxxx

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



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

<<DATE>>

This Notice applies to your vehicle VIN listed above.

Dear Service Manager:

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.

Firefly Integrations has decided that a safety defect exists in certain 2022 through 2023 model year Coachmen Galleria, Nova, and Beyond Class B recreational vehicles. Firefly Integrations is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Firefly Integrations 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 Firefly Integrations.

The identified VIN referenced in the attached document(s).

The designated Date range of production is 2022 through 2023.

DEFECT/NONCOMPLIANCE:

It has been determined that there may be a programming issue on the electronic control module (ECM) which can cause an interference event resulting in the awning unintentionally extending or retracting while the vehicle is parked.

EVALUATION OF RISK:

There is a safety risk associated with unintentional awning extensions or retractions while the vehicle is parked, may result in property damage, personal injury.

SERVICE PROCEDURE:

Dealership Service Department procedures for addressing this software update are included with this recall notice, and are available at the recall website <http://FireflyIntegrationsECMupdateRecall.com/>

SERVICE CENTER REIMBURSEMENT:

Software update should take up to 0.5 hours to complete. Service Centers will be reimbursed by going to <http://FireflyIntegrationsECMupdateRecall.com/> enter the VIN number and uploading the invoice.

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WHAT IS THE PART NUMBER OF THE REMEDY KIT?

This update is a software download only, available from <http://FireflyIntegrationsECMupdateRecall.com/>. A generic USB flash drive is required, but no parts are required, so no part number has been assigned. A preloaded USB flash drive is also available at no cost by completing a request through the <http://FireflyIntegrationsECMupdateRecall.com/> website.

PARTS AND RETURN:

As this is a software update, there are no parts to return.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	Email
Brandon Armstrong	574-825-6319	barmstrong@forestriverinc.com
	or	
Billy Bontrager	574-825-6225	wbontrager@forestriverinc.com

The Recall shall be considered the utmost priority to remedy certain 2022 through 2023 model year Coachmen Galleria, Nova, and Beyond models in question. **The retail consumer shall not be charged** any amount of monies for remedy to their Galleria, Nova, or Beyond models listed under this Recall.

If your dealership has already performed this update to certain 2022 through 2023 model year Coachmen Galleria, Nova, or Beyond models, your dealership is entitled to the reimbursement as stated above by filing a claim as outlined above.

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,
Firefly Integrations