

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 22V361
CANADA RECALL: 2022-264
FR ID: 51-1513

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

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

June 2022

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 has decided that a safety defect exists in certain 2021-2022 Coachmen Beyond, Galleria and Nova Class B 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 8/1/2020 through 5/12/2022.

DEFECT/NONCOMPLIANCE:

Per Dometic Recall 22E021; "The burner control valve, mated directly to the control knob via the valve stem, on the cooktop may leak gas."

EVALUATION OF RISK:

Per Dometic Recall 22E021, "There is an increased risk of fire and injury. The detailed description of the potential safety-related defect is associated with the burner control valve where the valve stem is located directly behind the cooking knob of the cooktops. There is a potential for the gas leak behind the control knob to ignite and create a small pilot flame and present a possibility of a burn to the user.

SERVICE PROCEDURE:

Dealership Service Department procedures for addressing Dometic Recall 22E021 can be found on Dealer Connect.

ACTIONS NEEDED:

Dealers/Service Centers will need to fill out the Remedy Kit Request Form and send to Dometic at Recall.Cooktop.22E021@Dometic.com in order to receive the replacement cooktop. If you are unsure, whether the cooktop has a serial number that is in the recall or if you have any questions, please call Dometic at 888-943-4905 or 574-389-3713 or email Recall.Cooktop.22E021@Dometic.com. The Remedy Kit Request form is located on Dealer Connect.

ADDITIONALLY TO FILLING OUT THE REQUEST FORM

Pictures are required before and after installation and should include the model and serial number of the cooktop. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s). Prior Authorizations is required. Claims should be filed on Dealer Connect.

Installation Instructions will be provided with the replacement cooktop. Upon completion of recall, email Recall.Cooktop.22E021@Dometic.com to receive the Recall Response Card. Please fill out the Recall Response Card and send it in an email to Recall.Cooktop.22E021@Dometic.com.

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DEALER REPAIR CODES: Dealer Connect

| UNITED STATES | CANADA | REPAIR CODE | DESCRIPTION | ALLOWABLE HOUR(S) |
|---------------|----------|---------------------|---|-------------------|
| 22V361 | 2022-264 | RC-030-01-00-004191 | REPLACE COOKTOP AND PERFORM LP SYSTEMS TEST | 1.0 HRS. |

HELPFUL CONTACT INFORMATION:

| CONTACT | PHONE |
|---------------------------|----------------|
| Dometic Customer Service | (888) 943-4905 |
| Coachmen Customer Service | (574) 825-6319 |

The Recall shall be considered the utmost priority to remedy the 2021-2022 Coachmen Beyond, Galleria and Nova Class B in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2021-2022 Coachmen Beyond, Galleria and Nova Class B listed under this Recall.

If your dealership has already performed the remedy to 2021-2022 Coachmen Beyond, Galleria and Nova Class B, 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 2021-2022 Coachmen Beyond, Galleria and Nova Class B 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,
Forest River, Inc. LLC
Office of Corporate Compliance