

Part 573 Safety Recall Report

24V-005

Manufacturer Name : Forest River, Inc.

Submission Date : JAN 12, 2024

NHTSA Recall No. : 24V-005

Manufacturer Recall No. : 225-1716



Manufacturer Information :

Manufacturer Name : Forest River, Inc.

Address : 55470 CR 1

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Population :

Number of potentially involved : 572

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2024 Forest River Inc. Coachmen Galleria Class B Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The battery boost feature was added to the Galleria at model change for the 2020 model year. Coachmen Galleria Model Years affected are 2020-2024.

2020	GALLERIA	GAB24AM	19	
2020	GALLERIA	GAB24FLM	26	
2020	GALLERIA	GAB24QM	13	
2020	GALLERIA	GAB24TM	11	
2021	GALLERIA	GAB24AM	61	
2021	GALLERIA	GAB24FLM	78	
2021	GALLERIA	GAB24QM	87	
2021	GALLERIA	GAB24TM	40	
2022	GALLERIA	GAB24AM	14	
2022	GALLERIA	GAB24FLM	44	
2022	GALLERIA	GAB24QM	34	
2022	GALLERIA	GAB24TM	14	
2023	GALLERIA	GAB24AM	7	
2023	GALLERIA	GAB24FLM	31	
2023	GALLERIA	GAB24QM	33	
2023	GALLERIA	GAB24TM	17	
2024	GALLERIA	GAB24AM	2	
2024	GALLERIA	GAB24AMAWD		9
2024	GALLERIA	GAB24FLM	7	
2024	GALLERIA	GAB24FLMAWD		7
2024	GALLERIA	GAB24QM	8	
2024	GALLERIA	GAB24QMAWD		4
2024	GALLERIA	GAB24TM	2	
2024	GALLERIA	GAB24TMAWD		4
Grand Total			572	

Production Dates : DEC 18, 2019 - DEC 20, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The battery boost feature was added to the Galleria at model change for the 2018 model year. The only known safety risk applies to the 2019 thru 2022 2X4 and all 2023 Mercedes Chassis when Mercedes used this lug for power steering. Coachmen Galleria Model Years are 2020-2024. Our battery boost is located at a battery lug under the vehicle, which also provides power to the power steering.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If our boost wiring shorts out, it will shut down the vehicles power steering, which could result in a crash.

Description of the Cause : The battery boost cable was rubbing on the front drive shaft. The zip tie that secures the cable failed. The wire sheathing was compromised causing a short, which disabled the Mercedes electronic power steering.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : 12V Wiring

Component Description : 12V Wiring

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On December 21, 2023, the manufacturing plant received information regarding a power steering failure with a description of the cause.

On December 26, 2023, the manufacturing plant contacted Forest River's Office of Corporate Compliance ("OCC") and a research item was opened. One additional failure was reported.

On January 5, 2023, Forest River’s Corporate Recall Committee voted to recall. A Stop Sale Notice will be issued immediately following the filing of this recall.

On January 5, 2023, Forest River amended the recall to remove Mercedes Chassis Model Years that were inadvertently left in the vehicle scope during the initial 573 filing.

On January 8, 2024, Forest River received a request from NHTSA to amend this recall by removing this

sentence in the descriptive information “The only known safety risk applies to the 2019 thru 2022 2X4 and all 2023 Model Year Mercedes Chassis when Mercedes used this lug for power steering.” Amended recall, removed sentence.

On January 10, 2024, the manufacturing plant changed the remedy for this recall. The battery cable will now be removed and eliminate the battery boost function. The original remedy was to move the cable to a different lug.

On January 11, 2024, Forest River received an acknowledgement letter from NHTSA asking for clarification of model years affected. As well as the location of the battery boost cable. Amended recall on January 12, 2024.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the remedy to move the wiring to a different lug.

What is the Forest River Customer Service Phone Number? (574)
825-6319

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:

Coachmen Class B
Forest River, Inc.
Attn: WARRANTY MANAGER
PO BOX 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : The 12V wiring will now be routed to a lug that is provided by Mercedes for body builder use.

Affected Component – 12V Wiring

Identify How/When Recall Condition was Corrected in Production : The concern was corrected in manufacturing on December 26, 2023. The wiring was moved to lug under the driver’s seat provided by Mercedes for body builder use.

Recall Schedule :

Description of Recall Schedule : Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull

data on the current owner of the vehicles (as needed) once a formal NHTSA I.D. is provided. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.

Planned Dealer Notification Date : FEB 14, 2024 - FEB 14, 2024
Planned Owner Notification Date : FEB 14, 2024 - FEB 14, 2024

* NR - Not Reported