

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V005  
CANADA RECALL: N/A  
FR ID: 225-1716

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

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

March 2024

## **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–*

Forest River has decided that a safety defect exists in certain 2020-2024 Coachmen Galleria Class B Motorhome Recreational Vehicles. Forest River is recalling the defective 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 is referenced in the attached document(s).

The designated Date range of production is 12/18/2019 through 12/20/2023.

### **DEFECT/NONCOMPLIANCE:**

The battery boost cable is connected to a chassis lug provided by Mercedes. If our boost wiring shorts out, it will shut down the vehicle's power steering.

### **EVALUATION OF RISK:**

If our boost wiring shorts out, it will shut down the vehicle's power steering, which could result in a crash.

### **SERVICE PROCEDURE:**

**Dealership Service Department procedures and parts kit numbers can be found on Dealer Connect.**

### **DEALER REPAIR CODES:**

Prior Authorization and Pictures are required for the remedy after installation. Pictures of the remedy are a condition of payment which must be provided with a claim against the repair code(s).

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V005	N/A	RC-093-09-00-004514	PERFORM REMEDY	1.5 HRS

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6225
CUSTOMER SERVICE	(574) 825-6319

The Recall shall be considered the utmost priority to remedy the 2020-2024 Coachmen Galleria Class B Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2020-2024 Coachmen Galleria Class B Motorhome listed under this Recall.

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If your dealership has already performed the remedy to 2020-2024 Coachmen Galleria Class B Motorhome, 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 2020-2024 Coachmen Galleria Class B Motorhome 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.  
Office of Corporate Compliance