

IMPORTANT SAFETY RECALL



FOREST RIVER

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

INTERIM NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW
WHEN THE FINAL REMEDY IS AVAILABLE

NHTSA RECALL: 24V771
FOREST RIVER ID: 51-1839
SERVICE CAMPAIGN: 001151

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

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

November 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 is alerting you to a GE Appliance recall 24E071 that a defect, which relates to the motor vehicle safety, exists in certain 2024 Ahara Travel Trailers, 2021-2025 Encore, 2022-2025 Georgetown and FR3, 2021-2025 Mirada and Pursuit, 2025 Sportscoach Class A Motorhomes, 2024 Entrada, 2021-2023 Isata and 2023 Sunseeker Class C Motorhomes, and 2024-2025 V-RV, 2025 V-Sport, V-Cruise, and V-Tour Class B Motorhome Recreational Vehicles. 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 designated Date range of production is:

Ahara Travel Trailers – 09/28/2023 – 09/28/2023
Encore Class A Motorhomes – 05/14/2021 – 07/29/2024
Entrada Class C Motorhomes – 07/14/2023 – 08/31/2023
FR3 Class A Motorhomes – 07/22/2022 – 09/30/2024
Georgetown Class A Motorhomes – 05/12/2022 – 08/26/2024
Isata Class C Motorhomes – 12/10/2020 – 04/20/2023
Mirada Class A Motorhomes – 04/29/2021 – 07/29/2024
Pursuit Class A Motorhomes – 05/24/2021 – 07/31/2024
Sportscoach Class A Motorhomes – 05/29/2024 – 08/27/2024
Sunseeker Class C Motorhomes – 10/28/2022 – 10/28/2022
V-Cruise Class B Motorhomes – 05/24/2024 – 08/30/2024
V-RV Class B Motorhomes – 02/15/2024 – 09/27/2024
V-Sport Class B Motorhomes – 07/25/2024 – 07/25/2024
V-Tour Class B Motorhomes – 06/25/2024 – 09/30/2024

WHAT IS THE DEFECT?

GE Appliances has decided that a defect which relates to motor vehicle safety exists in the ICM Controls ICM870-16A-BH5400 soft start units manufactured prior to the spring of 2024. The soft start modules may contain an unknown design and/or manufacturing defect that increases the risk of thermal events.

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

In the event that an ICM870-16A-BH5400 unit undergoes and/or initiates a thermal event, the unit may emit smoke containing the byproducts of plastic or other component material combustion and/or experience a thermal breach the soft start's enclosure, leading to the destruction of the soft start and/or localized thermal damage to the area of the air conditioning where the soft start is located. Although unconfirmed at this time, the thermal event may, in very limited instances, have the potential to spread beyond the recreational vehicle's air conditioning into the recreational vehicle's construction.

IMPORTANT SAFETY RECALL

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect. *This is an Interim remedy only to remove the soft start as per GE. A second notice will be sent once the remedy is developed by GE. These vehicles are still considered under recall until a final remedy is available.*

DEALER REPAIR CODES: Dealer Connect

PRIOR AUTHORIZATION IS REQUIRED

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V771	RC-048-05-00-004621	INSPECTION ONLY	.25 HRS PER A/C
24V771	RC-048-37-00-004622	INSPECTION AND PERFORM INTERIM REMEDY	.50 HRS PER A/C

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	EMAIL
Georgetown, FR3 & Sunseeker	(574) 206-7600	motorizedservice@forestriverinc.com
V-Cruise, V-RV, V-Sport & V-Tour	(574) 617-6408	
Encore, Mirada, Pursuit & Sportscoach	574-825-8305	
Dynamax Isata	(574) 262-3474	dynamaxservice@forestriverinc.com
Ahara & Entrada	(574) 264-6664	

The Recall shall be considered the utmost priority to remedy the 2024 Ahara Travel Trailers, 2021-2025 Encore, 2022-2025 Georgetown and FR3, 2021-2025 Mirada and Pursuit, 2025 Sportscoach Class A Motorhomes, 2024 Entrada, 2021-2023 Isata and 2023 Sunseeker Class C Motorhomes, and 2024-2025 V-RV, 2025 V-Sport, V-Cruise, and V-Tour Class B Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024 Ahara Travel Trailers, 2021-2025 Encore, 2022-2025 Georgetown and FR3, 2021-2025 Mirada and Pursuit, 2025 Sportscoach Class A Motorhomes, 2024 Entrada, 2021-2023 Isata and 2023 Sunseeker Class C Motorhomes, and 2024-2025 V-RV, 2025 V-Sport, V-Cruise, and V-Tour Class B Motorhome listed under this Recall.

If your dealership has already performed the remedy to 2024 Ahara Travel Trailers, 2021-2025 Encore, 2022-2025 Georgetown and FR3, 2021-2025 Mirada and Pursuit, 2025 Sportscoach Class A Motorhomes, 2024 Entrada, 2021-2023 Isata and 2023 Sunseeker Class C Motorhomes, and 2024-2025 V-RV, 2025 V-Sport, V-Cruise, and V-Tour 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 2024 Ahara Travel Trailers, 2021-2025 Encore, 2022-2025 Georgetown and FR3, 2021-2025 Mirada and Pursuit, 2025 Sportscoach Class A Motorhomes, 2024 Entrada, 2021-2023 Isata and 2023 Sunseeker Class C Motorhomes, and 2024-2025 V-RV, 2025 V-Sport, V-Cruise, and V-Tour 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