

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 310-0479

Daimler Trucks Service Bulletin: SF537-A

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

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

July 31, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2014 through 2016 Coachmen Cross Country Class A Motorhome recreational vehicles. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

According to the notification received by Daimler Trucks; Certain motorhomes may experience a condition where the transmission will not upshift when at full throttle because of an incorrect shift speed calibration. Allison distributors will correct the calibration setting. The vehicles involved are specific Freightliner Custom Chassis motorhome chassis manufactured July 18, 2013, through October 19, 2015, equipped with 2500MH Allison Transmissions.

OWNERS: WHAT SHOULD YOU DO?

Allison transmission distributors will perform this field action. To locate a distributor, go to www.allisontransmission.com/sales-service-locator. Locations with the Allison "swirl" have the necessary programming capabilities.

When you contact an Allison transmission distributor, refer to Allison Tech Tip #TT8009EN and have your vehicle identification number available. Contact the distributor in advance to arrange for service: The field action may take up to one and a half hours and will be performed at no charge to you.

DEALERS: WHAT SHOULD YOU DO?

Please review the attached letter from Daimler Trucks North America LLC for specific instructions.

MAY DAIMLER TRUCKS NORTH AMERICA LLC ASSIST YOU FURTHER?

CONTACT	PHONE
Allison Technical Assistance Center	(800) 252-5283

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please contact the Allison Technical Assistance Center at the phone number above to arrange for reimbursement.

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

Daimler Trucks North America LLC

Daimler Trucks North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

May 2017

Allison Tech Tip TT8009EN

Subject: FCCC Motorhome Transmission Shift/Engine Speed Correlation

Daimler Trucks North America LLC would like to make you aware of a customer satisfaction field action being conducted on our behalf by Allison Transmission, Inc. The vehicle identification number(s) listed in this notice are eligible for this field action. The vehicles involved are specific Freightliner Custom Chassis motorhome chassis manufactured July 18, 2013, through October 19, 2015, equipped with 2500MH Allison Transmissions.

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This customer satisfaction field action will be available until May 31, 2018. Please be sure to have the field action completed before this date. Work done after this date may be done at the customer's expense.

If you have questions or need further information, contact the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) and reference Tech Tip #TT8009EN.

WARRANTY CAMPAIGNS DEPARTMENT