

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 40-0532

Daimler Trucks Service Bulletin: SF543A

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

October 25, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2016 through 2018 Berkshire, Charleston, Legacy SR, Coachmen Sportscoach and 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; on specific vehicles equipped with Stoneridge light bar control units, the instrument panel odometer value is resetting and does not match the Engine ECU Odometer value. New instrument panel software will be installed to correct the issue.

OWNERS: WHAT SHOULD YOU DO?

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us/ Find a Dealer. The campaign will take approximately one half hour 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
Warranty Campaigns Department	(800) 385-4357

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 Warranty Campaigns Department at the phone number above to arrange for reimbursement.

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

September 2017
SF543A

**Subject: Stoneridge Light Bar Control Unit
Software Update**

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF543A to modify specific Freightliner Custom Chassis X-line motorhome chassis equipped with Stoneridge light bar control units (LBCU), manufactured April 20, 2015, through March 22, 2017.

On specific vehicles equipped with Stoneridge light bar control units, the instrument panel odometer value is resetting and does not match the Engine ECU Odometer value.

New instrument panel software will be installed to correct the issue.

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This Field Service Campaign will **terminate on March 31, 2019**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT