

Customer Notification



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

Customer Notification: 51-1309

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

4/14/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a recall per Daimler Trucks North America (DTNA) involving certain 2021 Berkshire 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?

Per DTNA's recall 21V108, certain motorhome chassis equipped with an adjustable brake pedal assembly may not be equipped with a return spring, which could lead to the brake pedal not promptly returning to the return position and causing the brake lights to stay illuminated. Additionally, in certain towed vehicles, the service brakes may also stay engaged, potentially leading to an increased risk of crash.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River, Inc.
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

April 2021
FL877
NHTSA #21V-108

IMPORTANT SAFETY RECALL **See enclosed VIN list**

Subject: FCCC Brake Pedal Spring

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owner subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that a non-compliance defect that relates to motor vehicle safety exists on specific Model Year 2021 - 2022 Freightliner Custom Chassis XC Chassis manufactured June 18, 2020, through October 9, 2020.

Certain motorhome chassis equipped with an adjustable brake pedal assembly may not be equipped with a return spring, which could lead to the brake pedal not promptly returning to the return position and causing the brake lights to stay illuminated. Additionally, in certain towed vehicles, the service brakes may also stay engaged, potentially leading to an increased risk of crash.

The brake pedal assembly will be inspected and a return spring will be installed as needed. Repairs will be performed by Daimler Trucks North America authorized service facilities. Repairs will be performed by Daimler Trucks North America authorized service facilities.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand. The Recall will take approximately a half hour to one and a half hours depending on repair needed and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter