

Customer Notification



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

Customer Notification: 51-1385

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

INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW
WHEN THE REMEDY IS AVAILABLE

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

July 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a DTNA Recall FL888 - 21V369 (Non School) 21V370 (School Bus) involving certain 2021 Berkshire Class A Motorhomes, Champion and Glaval Transit Buses. 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?

The tie rod clamp may be loose due to the supplied lock nuts being over- crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose. The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint creating the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. There is no action for you to take at this time.

The second notice will inform you when the final remedy is available. When you receive the second notice, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

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

Detroit Diesel Corporation
13400 Outer Drive, West
Detroit, Michigan 48239-4001
Telephone: 313-592-5000

July 2021

D21R7 (FL888) Interim Recall Notice

NHSTA #21V-369 (Non School)

NHTSA #21V-370 (School Bus)

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s)

Subject: DETROIT™ Tie Rod End Clamp Bolts

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, has decided that a defect, which relates to motor vehicle safety, exists on certain DETROIT™ Model 2, 3 and 5 steer axles manufactured between Dec 15, 2020 through Apr 14, 2021. DTNA is initiating Recall Campaign D21R7 to replace the tie rod assemblies.

On certain DETROIT™ Model 2, 3 and 5 steer axles, the tie rod clamp may be loose due to the supplied lock nuts being over- crimped. This can cause thread galling of the bolt and nut during installation. When galling occurs, it is possible that assembly torque may be achieved but the clamp is still loose. The tie rod clamp being loose could lead to the threaded tie rod ends becoming loose and eventual steering loss if the rod end pulls out of the tie rod, or the tube is broken due to vibration of the loose joint creating the risk of a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. Daimler Trucks is currently securing replacement parts. **There is no action for you to take at this time.**

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Trucks North America dealer to schedule the Recall for your vehicle.

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 questions about this Recall, please contact the Detroit Diesel Customer Support Center, 13400 Outer Drive West, Detroit, MI 48239, or call (800) 445-1980 (Eastern Standard Time). Detroit Diesel's Customer Support Center is open 24 Hours / 7 Days a Week. 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 to <http://www.safercar.gov>.

We are sorry to cause you this inconvenience. However, we have taken this action in the interest of your continued satisfaction with our products.

DETROIT WARRANTY CAMPAIGNS DEPARTMENT

Enclosure