

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1440

DTNA: SF637 - FCCC Viper Low Voltage Display

EXPIRATION DATE: NOVEMBER 30, 2022

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

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

November 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021-2022 Berkshire and Sportscoach Class A 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?

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2021 Freightliner CustomChassis manufactured September 17, 2019 through April 7, 2021.

In a low voltage condition, the IP display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the instrument panel would function again if the key is cycled with normal voltage.

The software will be updated to resolve 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 DaimlerTrucksNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand. The campaign will take approximately one hour, and will be performed at no charge to you.

MAY DTNA ASSIST YOU FURTHER?

CONTACT	PHONE	EMAIL
Daimler Trucks North America	(800) 385-4357	Daimler-TrucksNorthAmerica.com/Contact-us

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

Daimler Trucks North America LLC

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

November 2021

SF637

Subject: FCCC Viper Low Voltage Display

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This Field Service Campaign will **terminate on November 30, 2022**. 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure