

Customer Notification



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

Customer Notification: 51-1451

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

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

January 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a DTNA recall FL888 21V369 and 21V370 involving 2021 Berkshire Class A Motorhomes, 2021 Champion Bus, 2021-2022 Dynamax and Force Class C Motorhomes, 2022 Glaval Bus, and 2022 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?

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 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

December 2021

FL888 (D21R7)

NHSTA #21V-369 (Non School)

NHTSA #21V-370 (School Bus)

IMPORTANT SAFETY RECALL

Subject: Tie Rod Clamp (Lock Nut) Over-Crimped

Tie Rod End Clamp Bolts

Models Affected: 2, 3 & 5 DETROIT™ Front Steer Axles

This notice applies to your vehicle

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

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.

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 crash.

Records indicate that your vehicle has one of the affected steering axles.

Please contact an Authorized DTNA Repair Facility and arrange to have the recall campaign performed. The labor time required to perform this replacement is **2.0 – 4.3 hours**. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer>. This service will be completed for you at no additional cost by a DTNA repair facility under the provisions of this notice. 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 no longer own the vehicle that corresponds to the identification number(s) 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.

You must make an appointment with the repair facility, at least two weeks in advance of the actual repair, so the repair facility can stock the replacement part(s) needed to complete this recall campaign. Failure to provide advance notification to the repair facility may result in a delayed repair.

If you have paid to have this recall condition corrected prior to this notice, 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 DTNA Repair Facility.

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 repaired vehicle
- What problem occurred, what repair was done, and the date of the repair
- Who repaired the vehicle
- The total cost of the claimed repair expense

- 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 DTNA dealer. Please speak with your authorized DTNA dealer concerning this matter.

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 have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); 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.

DETROIT WARRANTY CAMPAIGNS DEPARTMENT

Enclosure