

# Customer Notification



Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1640

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

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

June 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a GM Safety Recall 23V247 involving certain 2008, 2014, 2017 Eldorado, 2013, 2017, 2023 Glaval Titan II, 2018 Champion Challenger, 2019 Champion Crusader, 2019 Goshen Impulse, 2020, 2022, 2023 Starcraft Allstar 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?**

These vehicles are equipped with an unused circuit that a final-stage manufacturer may elect to use to install an optional rear HVAC system. If the final-stage manufacturer leaves the circuit's connectors or cut wires unsealed, exposure to moisture or contamination may, over time, cause corrosion. This could result in high current draw through the circuit at the vehicles' lower left side B-pillar. Unintended release of excessive heat from the circuit may pose a risk of a vehicle fire and increase the risk of injury.

## **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

Your Chevrolet dealer will properly seal the rear HVAC blower motor circuit(s) at the left side B-pillar to prevent moisture exposure. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 70 minutes. Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.  
Office of Corporate Compliance



Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989

## IMPORTANT SAFETY RECALL

May 2023

This notice applies to your vehicle, **VIN:**

Dear Forest River Bus Llc:

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2023 model year Chevrolet Express vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### IMPORTANT

- Your vehicle is involved in GM recall N222386050.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

These vehicles are equipped with an unused circuit that a final-stage manufacturer may elect to use to install an optional rear HVAC system. If the final-stage manufacturer leaves the circuit's connectors or cut wires unsealed, exposure to moisture or contamination may, over time, cause corrosion. This could result in high current draw through the circuit at the vehicles' lower left side B-pillar. Unintended release of excessive heat from the circuit may pose a risk of a vehicle fire and increase the risk of injury.

#### What will we do?

Your Chevrolet dealer will properly seal the rear HVAC blower motor circuit(s) at the left side B-pillar to prevent moisture exposure. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 70 minutes.

#### What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.



**Did you already  
pay for this  
repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

**Do you have  
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 711 / 1.800.833.2438).

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V247.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Regina A. Carto  
Vice President  
Global Product Safety and Systems

Enclosure  
GM Recall N222386050

# General Motors Product Field Action Customer Reimbursement Request Form

N222386050

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Preferred Contact Telephone Number (include Area Code): \_\_\_\_\_

Preferred Contact Email Address: \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or 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.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files