

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

INTERIM OWNER NOTIFICATION

FR ID: 51-1623

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

A SECONDARY NOTICE WILL FOLLOW
WHEN THE REMEDY IS AVAILABLE

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

April 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a DTNA Recall FL970/23V238 involving certain One single 2022 Coachmen Sportscoach Class A and two 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?

The steer axle tie rod castle nut cotter-pin on the affected vehicles may be missing. This may cause the castle nut to back off, which might allow taper-end to displace from the steering arm. This could lead to a loss of steering response and a lack of direction control, potentially increasing the risk of a crash.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

DTNA is preparing remedy and is currently under development. Repairs will be performed free of charge by Daimler Truck North America authorized service facilities. Details of the reimbursement plan will be included in the owner's notification letter. Owners are directed to seek reimbursement through authorized dealer. If you have questions regarding this notice, 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.campagins@daimlertruck.com

Sincerely,

Forest River
Office of Corporate Compliance

**Daimler Truck
North America LLC**

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN List.

May 2023

D23R6 (FL970)

NHSTA #23V-238 (Non School Bus)

NHTSA #23V-259 (School Bus)

Interim Recall Notice

Subject: Steer Axle Castle Nut and Cotter Pin

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

Daimler Truck North America LLC, on behalf of its Freightliner Trucks Division, and wholly owned subsidiaries, Freightliner Custom Chassis Corporation, Western Star Truck Sales, Inc., Thomas Built Buses (TBB), has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2022-2024 FCCC RV Chassis, Shuttle Chassis, Van Chassis, and Van Chassis – Gas, Freightliner Business Class M2, and Cascadia, TBB SAF-T-LINER C2 JOULEY, SAF-T-LINER EFX, SAF-T-LINER HDX, SCHOOL BUS CHASSIS, TBB CHASSIS, and Western Star 47X, 49X, 4700, and 4900 vehicles. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
FCCC	RV CHASSIS	2022	2023	January 21, 2022	August 22, 2022
FCCC	SHUTTLE CHASSIS	2022	2022	February 4, 2022	February 4, 2022
FCCC	VAN CHASSIS	2022	2023	April 13, 2022	August 17, 2022
FCCC	VAN CHASSIS - GAS	2022	2023	January 13, 2022	October 14, 2022
Freightliner	Business Class M2	2023	2023	January 26, 2022	September 27, 2022
Freightliner	Cascadia	2023	2023	January 31, 2022	August 1, 2022
TBB	SAF-T-LINER C2 JOULEY	2023	2023	May 9, 2022	May 9, 2022
TBB	SAF-T-LINER EFX	2023	2023	March 2, 2022	July 28, 2022
TBB	SAF-T-LINER HDX	2023	2023	March 27, 2022	October 28, 2022
TBB	SCHOOLBUS CHASSIS	2023	2024	January 19, 2022	October 20, 2022
TBB	TBB CHASSIS	2023	2023	April 12, 2022	April 12, 2022
Western Star	47X	2023	2023	February 10, 2022	September 14, 2022
Western Star	49X	2023	2023	February 1, 2022	July 13, 2022
Western Star	4700	2023	2023	January 26, 2022	April 28, 2022
Western Star	4900	2023	2023	March 11, 2022	May 16, 2022

On the affected vehicles, the steer axle tie rod castle nut cotter pin may be missing allowing the steering arm to detach. This could lead to a loss of steering response and a lack of direction control, increasing the risk of a crash. The driver may experience some additional free-play in the steering and/or feel an improper steering alignment.

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 Truck is currently validating the final repair. **There is no action for you to take at this time.**

A second notice will inform you when the final, **free remedy** is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the repair 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.

Daimler Truck North America LLC

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@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance 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.nhtsa.gov>.

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

DAIMLER TRUCK NORTH AMERICA LLC

Enclosure