

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1628

- 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 DTNA Recall FL969/23V237 involving certain 2020-2022 Champion and Starcraft, 2021-2023 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?

On the affected vehicles, the spline teeth in the windshield wiper arms may wear and break. This can cause the wipers to fail, reducing the driver's visibility, and increasing the risk of crash.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace the wiper arms as needed. The Recall will take approximately one half hour and will be performed free of charge. Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us> . Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at the following URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>. You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification. Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.
Office of Corporate Compliance

IMPORTANT SAFETY RECALL

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

**May 2023
FL969A-D
NHTSA #23V-237**

Subject: Windshield Wiper Arms

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

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC) has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2022 Freightliner 108SD, 114SD and Business Class M2 vehicles; and FCCC Shuttle, Business Class M2, and S2RV chassis. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	108SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	114SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	Business Class M2	2020	2022	February 3, 2020	September 1, 2021
FCCC	Shuttle Chassis	2020	2022	February 1, 2020	August 12, 2021
FCCC	Business Class M2	2020	2022	February 10, 2020	August 24, 2021
FCCC	S2RV Chassis	2020	2022	February 3, 2020	September 1, 2021

On the affected vehicles, the spline teeth in the windshield wiper arms may wear and break. This can cause the wipers to fail, reducing the driver's visibility, and increasing the risk of crash.

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace the wiper arms as needed. The Recall will take approximately one half hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us>. Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at the following URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 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 paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

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.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected 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 Daimler Truck North America LLC dealer. 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 vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- 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 Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

Customer Notification



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Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1628

- 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 DTNA Recall FL969/2023-202 involving certain 2020 Champion, 2020-2022 Starcraft, 2021-2022 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?

On the affected vehicles, the spline teeth in the windshield wiper arms may wear and break. This can cause the wipers to fail, reducing the driver's visibility, and increasing the risk of crash.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace the wiper arms as needed. The Recall will take approximately one half hour and will be performed free of charge. Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us> . Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at the following URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>. You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification. Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.
Office of Corporate Compliance

Notification à la clientèle



Conformité Corporative
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1628

- o *Intégrité*
- o *Sécurité*
- o *Qualité*
- o *Service à la clientèle*

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

Jun 2023

Cette notification s'applique à votre véhicule portant le numéro d'identification VIN mentionné plus haut.

Cher client Forest River:

Forest River désire vous alerter d'un rappel de DTNA numéro FL969/2023-202 concernant certains autobus de transit Champion 2020, Starcraft 2020-2022 , et Glaval 2021-2022 . Veuillez consulter l'information suivante qui décrit le problème et fournit les détails sur les étapes que vous devriez prendre pour faire réparer votre véhicule.

QUEL EST LE PROBLÈME ?

Sur les véhicules affectés, Les dentelures à la base du bras d'essuie-glace pourrait s'user et se briser. Ceci pourrait causer Une panne complète des essuie-glaces réduisant ainsi la visibilité du chauffeur et augmentant ainsi les risques d'accident.

PROPRIÉTAIRE ET CONCESSIONNAIRE : QUE DEVREZ-VOUS FAIRE ?

Daimler Truck North America (DTNA) a autorisé ses points de service h à vérifier le code de date des bras d'essuie-glace et de remplacer ceux-ci au besoin. Ce rappel prendra environ une demi-heure et sera effectué sans aucun frais. Veuillez contacter votre concessionnaire DTNA pour prendre un rendez-vous et faire effectuer ce rappel et vous assurez que les pièces sont disponibles chez le concessionnaire. Pour trouver en concessionnaire autorisé, consultez le site <https://northamerica.daimlertruck.com/contact-us> pour trouver au bas de la page *Locate a dealer* (trouver un concessionnaire) puis sélectionner la marque appropriée. Vous pouvez également confirmer l'implication de votre véhicule dans ce rappel en accédant au site <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>. Vous pourriez être responsable de tout dommage progressif résultant de votre négligence à compléter ce rappel dans un délai raisonnable après la réception de cette notification. Veuillez consulter et suivre les indications qui accompagnent cette lettre.

Sincèrement vôtre,

Forest River Bus, LLC.
Bureau De La Conformité Corporative

IMPORTANT SAFETY RECALL

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

**May 2023
FL969A-D
Transport Canada #2023-202**

Subject: Windshield Wiper Arms

This notice is sent to you in accordance with the requirements of the 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 Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC) has decided that a defect, which relates to motor vehicle safety, exists in certain 2020-2022 Freightliner 108SD, 114SD and Business Class M2 vehicles; and FCCC Shuttle, Business Class M2, and S2RV chassis. See below for additional detail on vehicle applicability:

Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner	108SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	114SD	2021	2022	February 3, 2020	September 1, 2021
Freightliner	Business Class M2	2020	2022	February 3, 2020	September 1, 2021
FCCC	Shuttle Chassis	2020	2022	February 1, 2020	August 12, 2021
FCCC	Business Class M2	2020	2022	February 10, 2020	August 24, 2021
FCCC	S2RV Chassis	2020	2022	February 3, 2020	September 1, 2021

On the affected vehicles, the spline teeth in the windshield wiper arms may wear and break. This can cause the wipers to fail, reducing the driver's visibility, and increasing the risk of crash.

A Daimler Truck North America authorized service facility will inspect the date code on the windshield wiper arms and replace the wiper arms as needed. The Recall will take approximately one half hour and will be **performed free of charge**.

Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us>. Scroll down to "Locate a Dealer" and select the appropriate brand. You may also confirm your vehicle's involvement in this recall at the following URL: <https://dtna-dlinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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 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 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 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.

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

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Rappel de sécurité important

Le présent avis s'applique à votre (vos) véhicule (s), voir la liste des NIV ci-jointe.

Mai 2023

FL969A-D

Transports Canada #2023-202

Objet: Bras d'essuie-glace

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Daimler Truck North America LLC (DTNA), au nom de sa division Freightliner Trucks, et filiale à part entière, Freightliner Custom Chassis Corporation (FCCC) a décidé qu'il existe un défaut relatif à la sécurité des véhicules automobiles dans certains véhicules Freightliner 108SD, 114SD et Business Class M2 2020-2022; et dans les châssis Shuttle, Business Class M2 et S2RV de FCCC. Voir ci-dessous pour plus de détails sur l'applicabilité des véhicules:

Faire	Modèle	Début de l'année de modèle	Fin de l'année modèle	Date de début de la production	Date de fin de production
Freightliner	108SD	2021	2022	3 février 2020	1 septembre 2021
Freightliner	114SD	2021	2022	3 février 2020	1 septembre 2021
Freightliner	Business Class M2	2020	2022	3 février 2020	1 septembre 2021
FCCC	Shuttle Chassis	2020	2022	1 février 2020	12 août 2021
FCCC	Business Class M2	2020	2022	10 février 2020	24 août 2021
FCCC	Chassis S2RV	2020	2022	3 février 2020	1 septembre 2021

Sur les véhicules touchés, les dents cannelées des bras d'essuie-glace du pare-brise peuvent s'user et se briser. Cela peut entraîner une défaillance des essuie-glaces, ce qui réduit la visibilité du conducteur et augmente le risque d'accident.

Une installation de service autorisée par Daimler Truck North America inspectera le code de date sur les bras d'essuie-glace et remplacera les bras d'essuie-glace au besoin. Le rappel prendra environ une demi-heure et sera **effectué gratuitement**.

Veillez communiquer avec un concessionnaire autorisé de Daimler Truck North America afin de faire effectuer le rappel et de vous assurer que les pièces sont disponibles chez le concessionnaire. Pour trouver un distributeur autorisé, faites une recherche en ligne à l'adresse <https://northamerica.daimlertruck.com/contact-us>. Faites défiler l'écran jusqu'à Trouver un concessionnaire et sélectionnez la marque appropriée. Vous pouvez également confirmer la participation de votre véhicule à ce rappel à l'adresse suivante: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

Vous pourriez être responsable de tout dommage progressif résultant de votre omission de terminer le rappel dans un délai raisonnable après avoir reçu l'avis.

Si vous n'êtes pas propriétaire du véhicule correspondant au (x) numéro (s) d'identification figurant sur l'avis de rappel, veuillez retourner l'avis à la garantie Campagnes Department avec tous les renseignements que vous pouvez fournir qui nous aideront à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant subséquent, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente au détail dans un délai de cinq jours ouvrables.

Si vous avez des questions au sujet de ce rappel, veuillez communiquer avec le Service des campagnes de garantie au (800) 547-0712, de 7 h à 16 h, heure du Pacifique, du lundi au vendredi, à l'adresse courriel DTNA.Warranty.Campaigns@Daimlertruck.com. Pour toute autre question, vous pouvez communiquer avec le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez des préoccupations en matière de sécurité relativement à ce rappel, vous pouvez communiquer avec Transports Canada — Sécurité des véhicules automobiles au 80, rue Noël, Gatineau (Québec) J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconfort que cette mesure pourrait causer, mais nous sommes certains que vous comprenez notre intérêt pour la sécurité des véhicules automobiles.