Customer Notification

Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1623

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

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

August 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 Glaval Legacy Transit Bus. 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?

Please see attached notice, The remedy is now available. A Daimler Truck North America authorized service facility will remove the cotter pin, if present, and inspect the installation of the castle nut. If the installation is correct, then a new cotter pin will beinstalled. If the installation is incorrect, then the tie rod assembly will be replaced. The recall will take approximately one half to three hours 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 .

Sincerely,

Forest River, Bus, LLC.
Office of Corporate Compliance

Daimler Truck
North America LLC

IMPORTANT SAFETY RECALL

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

August 2023
D23R6 (FL970)
NHSTA #23V-238 (Non-School Bus)
NHTSA #23V-259 (School Bus)

Subject: Steer Axle Castle Nut and Cotter Pin

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, 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 school bus and non-school bus vehicles.

The affected non-school bus vehicles are: FCCC RV Chassis, Shuttle Chassis, Van Chassis, and Van Chassis – Gas, Freightliner Business Class M2, and Cascadia, Western Star 47X, 49X, 4700, and 4900 vehicles, and TBB SCHOOL BUS CHASSIS (non-school bus application).

The affected school buses are: TBB SAF-T-LINER C2 JOULEY, SAF-T-LINER EFX, SAF-T-LINER HDX, SCHOOL BUS CHASSIS, TBB CHASSIS.

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.

A Daimler Truck North America authorized service facility will remove the cotter pin, if present, and inspect the installation of the castle nut. If the installation is correct, then a new cotter pin will be

installed. If the installation is incorrect, then the tie rod assembly will be replaced. The recall will take approximately one half to three hours 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.

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.

DAIMLER TRUCK NORTH AMERICA LLC

Enclosure

Daimler Truck
North America LLC

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.