



FORETRAVEL
MOTORCOACH

IMPORTANT SAFETY RECALL NOTICE
NHTSA RECALL NO. 24V- 417

June 14, 2024

Dear Foretravel Owner:

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

Foretravel Motorcoach has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 Foretravel IC-37 vehicles.

Please Note: Foretravel Motorcoach has 13 vehicles involved with this recall.

This notice applies to the vehicle identification number below;

4VZAT1D92LC087556

NHTSA Recall No. 24V-417

Firefly Integrations has notified Foretravel Motorcoach that a defect which relates to motor vehicle safety exists in certain model year 2020 IC-37 Coaches. These coaches are equipped with a G9 Electronic Control Module (ECM) supplied by Firefly Integrations.

Please note: The Vehicle Identification Number that may be affected by this recall is located at the top of this letter. Foretravel Motorcoaches involved with this recall were only built on the K2 chassis.

What is the defect?

G9 (ECM can fail if excessive voltage is applied).

Describe the safety risk

Increases the risk of a fire.

Identify any warning which can precede or occur:

NO WARNING



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Identify the Remedy

G9 ECM can fail if excessive voltage is applied with the risk of a fire. To prevent this from happening, units should only be charged with a 12 Volt charger not exceeding 18V. Foretravel Motorcoach will submit a Zero-dollar Purchase Order to Firefly for 13 Protection modules used to correct the issue. The parts will come at no cost to Foretravel, and labor claims should be submitted to Firefly Integrations for reimbursement.

What distinguishes the remedy component from the recalled component?

The remedy component is a highly visible red component with an LED indicator which is affixed to the original G9 ECM.

Corrective Action

The component is no longer being used in production. Any replacement units will be shipped with the G9 protection module affixed to the G9 ECM. The G9 Protection module limits voltage to the G9 ECM and eliminates the potential over voltage issue. This remedy will take 20 minutes to complete

Foretravel Motorcoach and Firefly Integrations, and its brands are committed to customer safety and satisfaction.

Please note: The service will be provided at no cost to you, the vehicle owner.

What Should You Do

You may contact Foretravel Inc. Customer Product and Support at 1-800-955-6226 opt 3 to help attain a scheduled service repair with Foretravel of Texas or Service Dealer of your choice for needed Recall repairs. Steps will be taken to ensure the recall is performed as necessary for your Safety.

Reimbursement

This will be done at no charge to you or the consumer.

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts in for Reimbursement by mail to the Warranty Department. Make to the Attention of Warranty Department.

For more information contact Foretravel Product and Support at 1-800-955-6276. We regret any inconvenience this situation may cause.



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If the authorized service center has failed or is unable to remedy the defect without charge and within a reasonable time, contact Foretravel Inc. at 1-800-955-6226 opt. 3. If you are still not able to have the safety defect remedied without charge and within a reasonable time, you may submit a written complaint to:

Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Avenue SE,
Washington, D.C. 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.NHTSA.gov if you feel the manufacture has failed or is unable to remedy the defect without charge.

Reply Card

The enclosed owner reply card identifies your vehicle. Presentation of this card to the service center will assist in making the necessary correction in the shortest possible time. If you have sold or traded the vehicle, please let us know by completing the postage paid reply card and returning it to us.

Lessor

Federal Law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Triana".

James Triana
Foretravel Inc.
Director of Warranty and Customer Service