

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 20V158  
CANADA RECALL: 2020-109  
FR ID: 51-1149

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

<<DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

## **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

*–Forest River motorized and towable products are contained in this section–*

## **CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5**

*Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being 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.*

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2016 – 2018 Dynamax REV RVC24RB and REV RVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, 2016 Coachmen Orion ORP24RB Class C Motorhome recreational vehicles. Forest River is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is:

Dynamax REV 5/6/2016 through 8/18/2017

Forest River Van 11/8/2019 through 3/9/2020

Coachmen Orion 4/30/2015 through 10/9/2015

### **DEFECT/NONCOMPLIANCE:**

Per FCA’s Recall Notice 20V036 - The transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

### **EVALUATION OF RISK:**

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

### **WHAT IS FCA GOING TO DO:**

FCA US will conduct a Voluntary Safety Recall to replace the transmission shift cable (part number 68166623AC) on all affected vehicles. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

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## HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
FCA	(866) 726-4636
FOREST RIVER VANS	(903) 592-8366
DYNAMAX CUSTOMER SERVICE	(574) 262-3474
COACHMEN ORION CUSTOMER SERVICE	(574) 825-8602

The Recall shall be considered the utmost priority to remedy the 2016 – 2018 Dynamax REV RVC24RB and REV RVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, 2016 Coachmen Orion ORP24RB Class C Motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2016 – 2018 Dynamax REV RVC24RB and REV RVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, 2016 Coachmen Orion ORP24RB Class C Motorhome recreational vehicles. listed under this Recall.

If your dealership has already performed the remedy to 2016 – 2018 Dynamax REV RVC24RB and REV RVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, 2016 Coachmen Orion ORP24RB Class C Motorhome recreational vehicles, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2016 – 2018 Dynamax REV RVC24RB and REV RVC24TL, 2019-2020 Forest River Vans L1-PRO-1500 and L1-PRO-3500, or 2016 Coachmen Orion ORP24RB Class C Motorhome recreational vehicles in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

### Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

**Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.**

Sincerely,  
*Cherie Schmucker*  
Forest River, Inc.  
Office Manager  
Office of Corporate Compliance