

# Part 573 Safety Recall Report

## 20V-358

**Manufacturer Name :** Forest River, Inc.**Submission Date :** JUN 16, 2020**NHTSA Recall No. :** 20V-358**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 392

Address : 55470 CR 1

Estimated percentage with defect : 100 %

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

**Vehicle Information :**

Vehicle 1 : 2020-2021 Coachmen Galleria GAB24AM, GAB24AM4X4, GAB24FLM, GAB24FLM4X4, GAB24QM, GAB24QM4X4,

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|          |             |      |    |
|----------|-------------|------|----|
| GALLERIA | GAB24AM     | 2020 | 16 |
| GALLERIA | GAB24AM     | 2021 | 11 |
| GALLERIA | GAB24AM4X4  | 2020 | 2  |
| GALLERIA | GAB24AM4X4  | 2021 | 6  |
| GALLERIA | GAB24FLM    | 2020 | 18 |
| GALLERIA | GAB24FLM    | 2021 | 6  |
| GALLERIA | GAB24FLM4X4 | 2020 | 4  |
| GALLERIA | GAB24FLM4X4 | 2021 | 10 |
| GALLERIA | GAB24QM     | 2020 | 11 |
| GALLERIA | GAB24QM     | 2021 | 2  |
| GALLERIA | GAB24QM4X4  | 2020 | 5  |
| GALLERIA | GAB24QM4X4  | 2021 | 4  |
| GALLERIA | GAB24TM     | 2020 | 11 |
| GALLERIA | GAB24TM     | 2021 | 7  |
| GALLERIA | GAB24TM4X4  | 2020 | 5  |
| GALLERIA | GAB24TM4X4  | 2021 | 6  |

Production Dates : SEP 10, 2019 - MAR 17, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2021 Forest River Inc. Forester FRC2401BSD, FRC2401QSD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|          |            |      |    |
|----------|------------|------|----|
| FORESTER | FRC2401BSD | 2020 | 13 |
| FORESTER | FRC2401BSD | 2021 | 22 |
| FORESTER | FRC2401QSD | 2020 | 21 |
| FORESTER | FRC2401QSD | 2021 | 3  |

Production Dates : OCT 31, 2019 - MAR 03, 2020

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2021 Forest River Inc. Isata ISC24FWM, ISC24RWM

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|       |          |      |    |
|-------|----------|------|----|
| ISATA | ISC24FWM | 2020 | 48 |
| ISATA | ISC24FWM | 2021 | 47 |
| ISATA | ISC24RWM | 2020 | 16 |
| ISATA | ISC24RWM | 2021 | 11 |

Production Dates : OCT 16, 2019 - MAY 13, 2020

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 4 : 2020-2021 Forest River Inc. Batisti Coach BC2901-42, BC2904 BC2927-42

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|               |           |      |   |
|---------------|-----------|------|---|
| BATISTI COACH | BC2901-42 | 2020 | 1 |
| BATISTI COACH | BC2904    | 2020 | 2 |
| BATISTI COACH | BC2927-42 | 2020 | 2 |

Production Dates : MAR 30, 2020 - MAR 30, 2020

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 5 : 2020-2021 Coachmen PRISM PRC24FS

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|               |      |   |
|---------------|------|---|
| PRISM PRC24FS | 2021 | 2 |
|---------------|------|---|

Production Dates : FEB 27, 2020 - MAY 12, 2020

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 6 : 2020-2021 Forest River Inc. Sunseeker SSC2400BSD, SSC2400QSD

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As stated in Mercedes Recall 20V180; Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

|           |            |      |    |
|-----------|------------|------|----|
| SUNSEEKER | SSC2400BSD | 2020 | 35 |
| SUNSEEKER | SSC2400BSD | 2021 | 23 |
| SUNSEEKER | SSC2400QSD | 2020 | 20 |
| SUNSEEKER | SSC2400QSD | 2021 | 2  |

Production Dates : NOV 22, 2019 - FEB 24, 2020

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

### Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the Operator's Manual for certain Sprinter vehicles [platform 907 (VS30)] with automatic transmission does not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Operator's Manual describes certain functions, which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles. If a customer were to rely on the Auto-P function as described in the Operator's Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : NR

### Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive  
Sandy Springs GEORGIA 30328

Country : United States

### Chronology :

In late November 2019, MBUSA reviewed a complaint from a delivery fleet customer in the US market. The

complaint indicated that the automatic parking function (Auto-P) was not functioning consistently as described in the Operator's Manual. In December 2019, MBAG launched an investigation to analyze the report from the US market. The investigation included an assessment of the fleet customer's report about the manner in which Auto-P was operating in some of its vehicles compared to the described functionality of the feature in the operating manual. MBAG closely reviewed the specific operating parameters for Auto-P when the driver's seat belt buckle was unlatched or the occupant left the driver's seat. Vehicles, which remained at the plant, were provided with an updated Owner's Manual supplement and MBAG's assessment continued.

MBAG also considered whether by relying on the description of Auto-P conditions in the Owner's Manual, the operator may assume that Auto-P would engage if the vehicle is stopped or moving at a low speed and the driver unbuckles the seatbelt and exits the vehicle, but not through the driver's side door. MBAG reviewed the application of the Auto-P function and understood that it was used primarily in delivery van type vehicles where there was some potential for the driver to rely upon Auto-P in the circumstances described in the Owner's Manual. On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

6/16/2020 - Forest River is filing a pass thru recall to notify consumers.  
DTNA will provide all quarterly reports

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the Operator's Manual with a correct description of the Auto-P function, which is already in the vehicle. Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the vehicle's New Vehicle Limited Warranty.  
What is Mercedes Phone Number? 854-888-3374

**How Remedy Component Differs from Recalled Component :** An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.

**Identify How/When Recall Condition was Corrected in Production :** Revisions to the Owner's Manual were made in December 2019 as part of the introduction of the new model year vehicle.

## Recall Schedule :

**Description of Recall Schedule :** Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles (as needed) once a formal NHTSA I.D. is provided. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.

**Planned Dealer Notification Date :** NR - NR

**Planned Owner Notification Date :** NR - NR

\* NR - Not Reported