

Part 573 Safety Recall Report

20V-363

Manufacturer Name : Forest River, Inc.

Submission Date : AUG 03, 2020

NHTSA Recall No. : 20V-363

Manufacturer Recall No. : 51-1177



Manufacturer Information :

Manufacturer Name : Forest River, Inc.

Address : 55470 CR 1

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Population :

Number of potentially involved : 522

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Forest River Inc. Batisti Coach, Forester, Galleria, Isata, Sunseeker
 Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
 Body Style : OTHER
 Power Train : NR

Descriptive Information : As Per Recall 20V181 - Based on the identification of a production error and analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 12, 2020. Vehicles outside of the scope of the population were delivered with an adapted fender liner.

BATTISTI COACH	BC2901-42	2020	1
BATTISTI COACH	BC2904	2020	2
BATTISTI COACH	BC2927-42	2020	2
FORESTER	FRC2401BSD	2020	15
FORESTER	FRC2401BSD	2021	27
FORESTER	FRC2401QSD	2020	23 24 – A-2
FORESTER	FRC2401QSD	2021	3
GALLERIA	GAB24AM	2020	17
GALLERIA	GAB24AM	2021	16
GALLERIA	GAB24AM4X4	2020	1
GALLERIA	GAB24AM4X4	2021	8
GALLERIA	GAB24FLM	2020	19
GALLERIA	GAB24FLM	2021	12
GALLERIA	GAB24FLM4X4	2020	6
GALLERIA	GAB24FLM4X4	2021	7
GALLERIA	GAB24QM	2020	9
GALLERIA	GAB24QM	2021	6
GALLERIA	GAB24QM4X4	2020	6
GALLERIA	GAB24QM4X4	2021	3
GALLERIA	GAB24TM	2020	9
GALLERIA	GAB24TM	2021	9
GALLERIA	GAB24TM4X4	2020	3
GALLERIA	GAB24TM4X4	2021	4
ISATA	ISC24FWM	2020	95
ISATA	ISC24FWM	2021	77
ISATA	ISC24RWM	2020	22
ISATA	ISC24RWM	2021	17
PRISM	PRC24FS	2021	3
SUNSEEKER	SSC2400BSD	2020	44
SUNSEEKER	SSC2400BSD	2021	28
SUNSEEKER	SSC2400QSD	2020	25
SUNSEEKER	SSC2400QSD	2021	2
Grand Total			522

Production Dates : JUL 25, 2019 - JUN 11, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : As per Daimler Vans USA, LLC (DVUSA) recall # 20V181 a recall is being issued on certain 2019 Freightliner Sprinter and Mercedes-Benz Sprinter vehicles. The rear part of the fender liner on the front axle may contact and chafe the brake hose, possibly resulting in a loss of brake fluid.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could make contact with the brake hose, which could lead to chafing of the brake hose and the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid runs dry, this may extend the braking distance and 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 early 2020, MBAG initially became aware of a report from a customer in the United Kingdom where the red brake fluid warning indicator displayed, indicating a brake fluid leak. MBAG launched an investigation to understand whether this individual report was indicative of a broader issue. In February - March 2020, MBAG's

investigation included a detailed review of the parts and components in the front axle wheel housing, including tolerances in the mounting process, a materials analysis, geometry analysis and tire sequencing. The investigation found certain fender liner were deformed. Sprinter plants were advised to inspect all vehicles still located at the plant and to check and correct them if necessary.

On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

DTNA will provide quarterly reports to NHTSA

A – 1 - On 7.24.20, OCC received an electronic VIN notification from Daimler and found additional VINs, not present in the first notification that need to be included in the scope. On 7/28/2020 amended recall, notify all added consumers.

A – 2 - On July 30, 2020 Forest River's Office of Corporate Compliance (OCC) received information from our manufacturing plant that a vehicle which was listed as still in Forest Rivers possession at the time of the recall filing, had shipped to a dealer. On August 3, 2020 - Amended recall to add 1 vehicle - model FR2401QSD. Which now brings the total US population to 522 from 521. Additionally FR is notifying the owner of this 1 amended vehicle

Description of Remedy :

Description of Remedy Program : Forest River will notify owners, and Mercedes-Benz or Freightliner Sprinter dealers will inspect and replace the brake hoses, as necessary. Additionally, the fender liners will be modified. All services will be performed free of charge. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3BRADVER.

What is Mercedes Customer Service Phone Number? 1-877-762-8267

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, to replace them. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines. Component NR

Identify How/When Recall Condition was Corrected in Production : The condition was corrected in production in February 2020, including vehicles that remained within the plant.

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 : JUL 29, 2020 - JUL 29, 2020

Planned Owner Notification Date : JUL 29, 2020 - JUL 29, 2020

* NR - Not Reported