

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V488  
CANADA RECALL: 2020-383  
FR ID: 51-1203

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

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

## INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

08/27/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2017-2020 Berkshire, 2017-2019 Legacy, 2017-2018 Charleston, 2017-2020 Sportscoach and 2017 Cross Country motorhome recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

### **WHAT IS THE DEFECT/NONCOMPLIANCE?**

Per DTNA’s recall 20V404 - On certain FCCC XB and XC chassis; during manufacturing of the rear mounted Power Distribution Module (PDM), which is a PDM unique to these chassis. The internal circuit board may be inadvertently subject to bending stresses which may, after a period of vehicle use, lead to intermittent open circuits, in which the rear marker, brake lights or left turn signal lights may not function

### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

Brake lights not working correctly may not notify motorists of a braking event, which may lead to an increase crash risk.

### **WHAT IS DTNA GOING TO DO?**

Vehicles will receive a new rear Power Distribution Module (PDM). Repairs will be performed by Daimler Trucks North America authorized service facilities once parts become available. Details of the reimbursement plan will be included in the owner’s notification letter.

What DTNA’s Customer Service Phone Number? (800) 547-0712

### **What if you no longer own this vehicle?**

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

### **MAY DTNA ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
DTNA CUSTOMER SERVICE	(800) 547-0712

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

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## **For US Owners Please Contact:**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline  
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
Recall ID: 20V488

## **For Canadian Owners Please Contact:**

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noël Street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510  
Facsimile (819) 420-4292

Recall ID: 2020-383

Sincerely,

*Cherie Schmucker*

Forest River, Inc.

Office Manager

Office of Corporate Compliance