



FORETRAVEL
MOTORCOACH

IMPORTANT SAFETY RECALL NOTICE

20V493

IMPORTANT SAFETY RECALL

NHTSA Recall No. 20V-493

Dear Dealer or Service Manager:

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

Foretravel Inc. has decided that a defect which relates to motor vehicle safety exists in certain Foretravel IC37 units equipped with the Xantrex Inverters.

What is the defect?

Foretravel has found that these units have a second Ground Neutral Relay installed. There should only be one Ground Neutral Bond in the 120v/240v system. Xantrex inverters have an internal bond when inverting so the Ground Neutral Relay is not needed. Having more than one Ground Neutral Bond in a system creates the possibility of electric shock when making contact with the metal surfaces of the coach.

Corrective Action

Foretravel will issue owner and dealer notifications to have the Ground Neutral Relay removed at no charge to you, the vehicle owner. All vehicles affected by this recall are within their warranty period and any identified non-conforming parts would be replaced through warranty.

Reimbursement

The labor time necessary to perform this service correction is approximately .05 hours for removal of the Ground Neutral Relay. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Foretravel Inc., at 1-800-955-6226 opt. 3.

SCHEDULING THE WORK:

1. When the customer calls reporting receipt of a Recall Letter, schedule the work at your mutual convenience.

2. To obtain necessary parts and/or verify recall status, please call **1-800-955-6226 option 3** providing the VIN number (last 6 digits) and mileage of the unit.
3. It would be helpful to verify the current owner name, address and phone number.

COMPLETING THE WORK:

1. Complete the work as instructed in Foretravel's recall service bulletin

DOCUMENTING THE WORK:

1. Please itemize the identified recall number 20V-493 as completed work on your invoice (separate from any other charges) and reference the work authorization number obtained. You must include the chassis VIN as a part of this repair when submitting your invoice.

HANDLING AN OWNER WITH NO CONFIRMATION LETTER:

1. If you are contacted by the current owner who has not received a recall letter, you should verify that they have an affected unit by calling Foretravel **1.800.955-6226 opt 3** for verification.
2. Complete the work as instructed in bulletin.
3. Document the work and submit the claim as instructed under the Documenting the Work section above.

Foretravel ASSISTANCE:

1. If you have **technical questions**, please call Foretravel Technical Support Department at **1.800.955-6226 opt 3**.
2. If you have questions regarding warranty claims, call **1.800.955-6226 opt 3**.

Thank you for your continued support, and we appreciate your partnership.

Sincerely;

Ronnie Blackmon

Warranty Director/Customer Assistance
Foretravel, Inc.
800-955-6226 opt.3