

Part 573 Safety Recall Report

22V-737

Manufacturer Name : Forest River, Inc.

Submission Date : OCT 04, 2022

NHTSA Recall No. : 22V-737

Manufacturer Recall No. : 225-1538



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 : 962

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Coachmen Beyond, Galleria and Nova Class B Motorhomes
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : NR

Descriptive Information : Forest River used data from Firefly's equipment recall 22E070 along with purchasing records to determine the scope of vehicles involved.

2022	BEYOND	BYB22CAWD	149
2022	BEYOND	BYB22CRWD	4
2022	BEYOND	BYB22DAWD	99
2022	BEYOND	BYB22DRWD	6
2022	BEYOND	BYB22RBAWD	33
2022	GALLERIA	GAB24AM	9
2022	GALLERIA	GAB24AM4X4	30
2022	GALLERIA	GAB24FLM	34
2022	GALLERIA	GAB24FLM4X440	
2022	GALLERIA	GAB24QM	25
2022	GALLERIA	GAB24QM4X4	26
2022	GALLERIA	GAB24TM	11
2022	GALLERIA	GAB24TM4X4	11
2022	NOVA	NAB20C	202
2022	NOVA	NAB20RB	144
2023	BEYOND	BYB22CAWD	9
2023	BEYOND	BYB22DAWD	7
2023	BEYOND	BYB22RBAWD	5
2023	GALLERIA	GAB24AM	1
2023	GALLERIA	GAB24AM4X4	10
2023	GALLERIA	GAB24FLM	6
2023	GALLERIA	GAB24FLM4X418	
2023	GALLERIA	GAB24QM	6
2023	GALLERIA	GAB24QM4X4	5
2023	GALLERIA	GAB24TM	6
2023	GALLERIA	GAB24TM4X4	1
2023	NOVA	NAB20C	43
2023	NOVA	NAB20RB	22
	Grand Total		962

Production Dates : SEP 29, 2021 - SEP 22, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : As per Firefly's recall 22E070, It has been identified that there was a programming issue on the electronic control module (ECM) which caused an interface event with the awnings unintentionally extending or retracting on a limited range of Coachman van conversions. In rare occasions, this event can be triggered when an adverse network issue takes place and the ECM output triggers the awning to extend or retract while the vehicle is parked. A safety interlock relay prevents this unintentional awning activation from occurring while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the awning unintentionally extends or retracts while the vehicle is parked, this may result in property damage or personal injury

Description of the Cause : As per Firefly's recall 22E070, It has been identified that there was a programming issue on the electronic control module (ECM) which can cause an interface resulting in an awning unintentionally activating.

Identification of Any Warning that can Occur : As per Firefly's recall 22E070, None

Involved Components :

Component Name 1 : ECM 7000701

Component Description : Electronic Control Module

Component Part Number : 7000701

Supplier Identification :**Component Manufacturer**

Name : Spyder Controls Corp

Address : 7102 52 St Ste 10

Lacombe AB Foreign States T4L1Y9

Country : Canada

Chronology :

On 10/3/2022, Forest River received a letter from Firefly Integrations regarding recall 22E070.

On 10/4/2022, Forest River filed a pass through recall with NHTSA and Transport Canada

Forest River is providing all pertinent information to Firefly to execute the recall. Firefly will providing all reporting to Forest River. Forest River will provide quarterly reporting to NHTSA and Transport Canada from the data supplied by Firefly.

Description of Remedy :

Description of Remedy Program : Firefly will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer, Service Center or the Owner will need to perform the remedy to update the Electronic Control Module (ECM).

What is the Firefly's Customer Service Phone Number? 574-825-4600
What is the Coachmen's Customer Service Phone Number? 574-825-6319 or 574-825-6225

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.
Please send the service invoice to the following address:

Coachmen Class B
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Component Name : ECM 7000701
Component Description : Electronic Control Module
Component Part Number : 7000701

The Electronic Control Module (ECM) will now be programmed to eliminate the unintentional awning retraction or deployment.

Component Manufacturer
Name : Spyder Controls Corp
Address : 7102 52 St Ste 10
Lacombe AB Foreign States T4L1Y9
Country : Canada

Identify How/When Recall Condition was Corrected in Production : As of 9/22/2022 all Electronic Control Modules (ECM) were updated with the new software.

Recall Schedule :

Description of Recall Schedule : While the Notice of Defect is being submitted by Forest River, it is Forest River and Firefly's preference, that Firefly perform the owner notifications and handle the corrective actions for the recall.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported