

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 24V040
FR ID: 225-1723

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

<<DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

February 2024

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained in this section–

CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5

Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Forest River has decided that a safety defect exists in certain 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome recreational vehicles. Forest River is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is 03/02/2020 through 03/09/2023.

WHAT IS THE DEFECT?

Cracks may develop in the gearbox housing, causing a fracture. As a result of such fracture the awning may unintentionally extend.

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

An awning that extends unintentionally while the motor home is in motion could be a distraction and/or present a road hazard to the vehicle driver or oncoming traffic, which can increase the risk of a crash.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

PARTS AND RETURN:

Prior Authorization and Pictures of the left-hand awning cap, bracket, and motor, as well as photos of any cracks are required for the remedy. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V040	RC-042-01-00-004484	PERFORM REMEDY	1.0 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6319

IMPORTANT SAFETY RECALL

The Recall shall be considered the utmost priority to remedy the 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome listed under this Recall.

If your dealership has already performed the remedy to 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.

Sincerely,
Forest River, Inc.
Office of Corporate Compliance

RECALL 24V040 / 2024-035 REMEDY INSTRUCTIONS



Make(s): NOVA, BEYOND & GALLERIA
Model(s): MANY, SEE BELOW
Model Year(s): 2020 - 2023

Concern:
A gearbox housing has been observed to show a crack that may develop into a fracture. As a result of such fracture is a potential for release of the awning brake under certain in-use conditions.

Repair Code: RC-042-01-00-004484
Allotted Time: .50 HRS.
Inspection Code: N/A
Allotted Time: N/A

Photo(s) Required: YES, SEE BELOW
Prior Authorization Required: YES
Part(s) Kit Number: F100514931
Part(s) Return: NO – DESTROY IN FIELD

Turn off LP Gas at LPG Tank(s). Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

CERTAIN – 2021 – 2023 NOVA: NAB20C, NAB20D & NAB20RB

CERTAIN – 2021 – 2023 BEYOND: BYB22CAWD, BYB22CFCD, BYB22CFEB, BYB22CRWD, BYB22DAWD, BYB22DFEB, BYB22DRWD, BYB22RBAWD, BYB22RBEB & BYB22RBRWD

CERTAIN – 2020 – 2023 GALLERIA: GAB24AM, GAB24AM4X4, GAB24FLM, GAB24FLM4X4, GAB24QM, GAB24QM4X4, GAB24TM& GAB24TM4X4

PARTS TO ORDER:

1 - F100514931

REQUIREMENTS:

PHOTO(S) ARE REQUIRED OF ANY DAMAGED PARTS.
PHOTO OF THE AWNING SERIAL NUMBER.

REMEDY:

REVIEW THE DOCUMENTS ATTACHED TO THIS LETTER.



SERVICE MANUAL

LEFT HAND MOTOR WEDGE INSTALLATION

RV**12V MOTORIZED ROOF MOUNTED BOX AWNING**

Read this manual before installing or using this product. Failure to follow the instructions and safety precautions in this manual can result in personal injury and/or cause the product to not operate properly.



These instructions apply to all models listed. Details and procedures unique to a specific model are labeled appropriately.

NOTICES AND DISCLAIMERS

SUPPLEMENTAL INSTRUCTIONS

These instructions are intended to be supplemental to the existing Freestyle Evolution service manual. If there are additional questions on service, please refer to service manual (PN 070036-301).

SAFETY INFORMATION



This is the safety alert symbol. It is used to alert individuals to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible personal injury or death.



Indicates a hazardous situation, which if not avoided, could result in death or serious bodily injury.



Indicates a hazardous situation, which if not avoided, may result in minor or moderate bodily injury.



Indicates a situation that may result in equipment-related damage.

General Safety:



This product can expose you to chemicals including Di-isodecyl phthalate (DIDP), Vinyl Chloride and Formaldehyde, which are known to the state of California to cause cancer or birth defects or other reproductive harm. For more information visit www.P65warnings.ca.gov



Shock Hazard. Always disconnect battery or power source before working on or around the electrical system.



Always wear appropriate safety equipment (i.e. goggles).



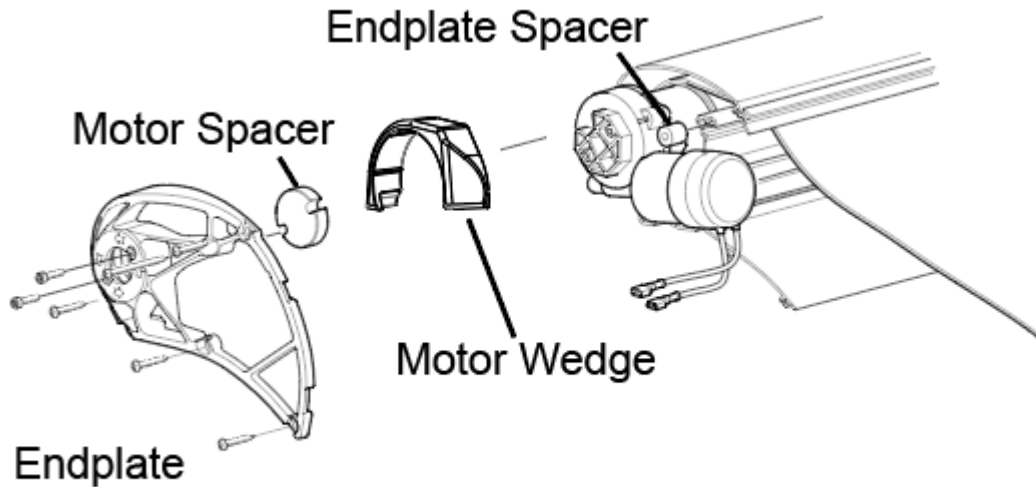
Always use appropriate lifting devices and/or helpers when lifting or holding heavy objects.



When using fasteners, do not over tighten. Soft materials such as fiberglass and aluminum can be "stripped out" and lose the ability to grip and hold.

PRODUCT OVERVIEW

This manual covers the installation of a motor wedge into the existing Carefree Freestyle Evolution awning. The motor wedge is used to provide additional support to the motor in normal operations. Below is a schematic showing the motor wedge, a Left Hand motor is shown.

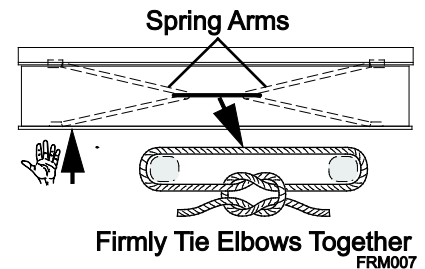


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INSTALLING THE MOTOR WEDGE

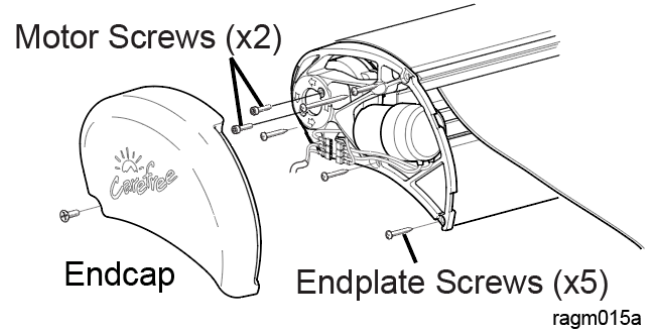
⚠ WARNING If the awning is closed when the motor and end cap screws are removed, the spring arms will extend the awning quickly, possibly causing personal injury and damage to the awning.

1. Disconnect power to the awning.
2. If the awning is extended: Carefully push the lead rail toward the case so that the arms collapse. While holding the lead rail in this position, firmly tie the elbows of the spring arms together. Use a minimum 1/2" rope - do not use bungee cords. When tying the rope, use a non-slip knot such as a square knot or equivalent.
3. If the awning is closed: Secure the lead rail in the closed position with at least 3 zip ties (tensile strength of 40lb or above) spaced equally along the awning.



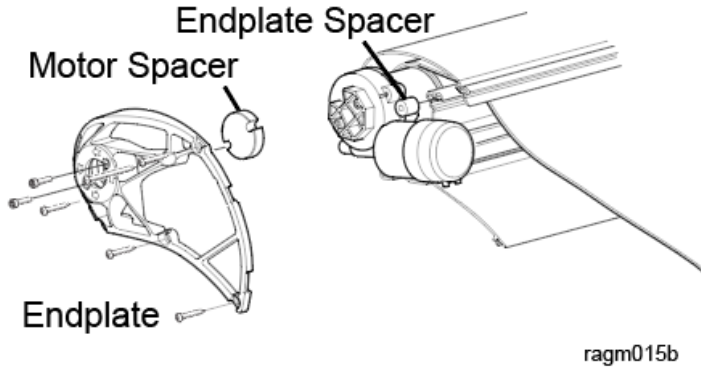
CAUTION Failure to secure the lead rail as described will allow the spring arms to unexpectedly extend out possibly causing personal injury and damage to the awning.

- Remove the motor end cap screw and remove the Endcap and set aside. For installed awnings, you may need to loosen the bracket bolts to gain access to the motor Endcap, depending on motorcoach model. Please reference service manual 070036-301 for additional information if you need to partially remove your awning to perform the motor wedge installation procedure.

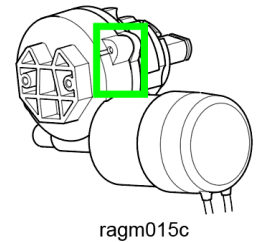


- Remove the motor screws (x2) and the endplate screws (x4) using either a T20 Torx head bit and the longer rail screw (x1) using a #2 Phillips head bit. Some awnings were installed with all 5 screws being the Phillips head screw.

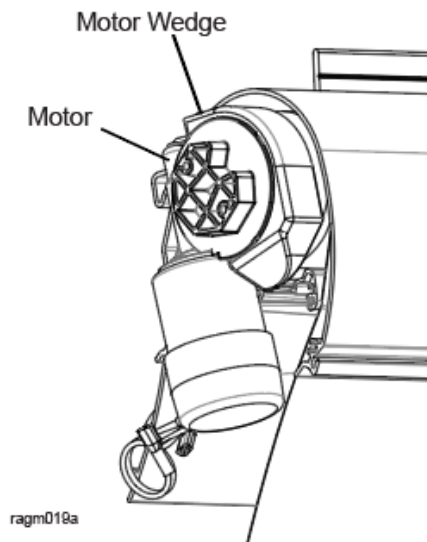
- Pull the endplate away from the case. Take care to not lose the small Endplate Spacer. The Motor Spacer should stay wedged inside the Endplate.



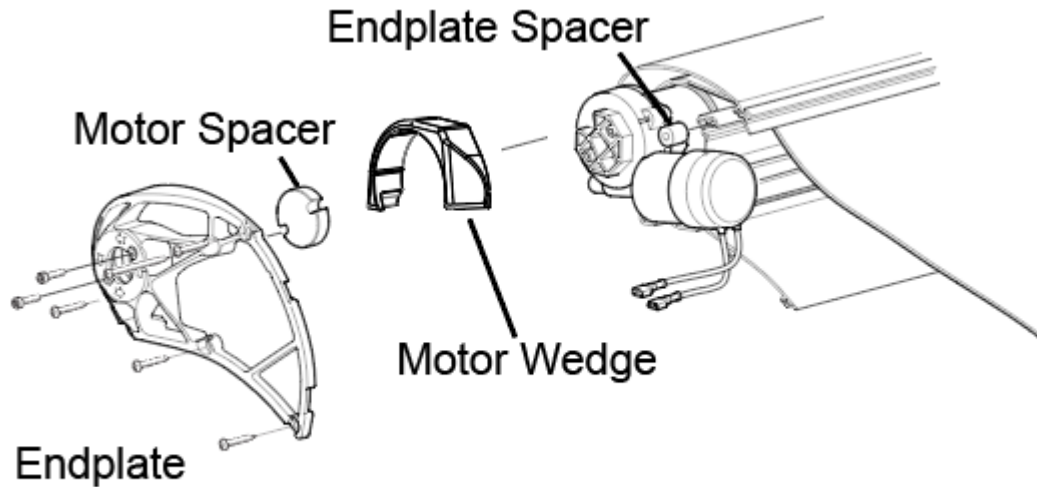
- With a flashlight, inspect the motor housing. Do not remove the motor from the roller tube. Pay particular attention to this highlighted zone. Inspect for any cracks anywhere on the motor housing. If there are no cracks visible, then the motor can continue to be used.



- If there are cracks, please follow the instructions detailed in the section **REPLACING THE MOTOR** in service manual 070036-301
- Install the motor wedge over the gear motor. The wedge will only fit one way onto the motor.



- After installation of the motor wedge, reassemble all the parts. Pay particular attention to the Endplate Spacer, which will be loose once you remove the Endplate.



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11. Attach the end plate to the motor with the motor screws provided in the replacement kit (x2). Use a #2 Phillips head bit and a torque limiting driver. Drive the screws until they are tight.
12. Align the screw holes in the end plate and attach the new 1 inch Torx head screws to the awning case (x4). Use a T20 bit to drive the Torx head screws. Use a #2 Phillips head bit to drive in the longer screw in the endplate spacer. In some cases, the 1 inch Torx screw may not bite into the aluminum, especially at the location that uses the Endplate spacer. It is acceptable to reuse one of the longer Phillips head screws in that location if necessary.
13. While firmly holding the partially extended lead rail, carefully remove the spring arm ties previously installed. Allow the lead rail to extend until the fabric is taut. If using zip ties, carefully cut the zip ties. The lead rail should not move.
14. Attach the End Cap and screw.
15. Connect to the awning via the Carefree Connects App, and follow the Firmware Update procedure in user manual 056513-003.
16. Using the awning switches, verify function of the awning.
 - a. Extend the awning fully. Note that the fabric is taut.
 - b. Retract the awning fully. Make sure that the lead rail sits into the case. Small gaps are acceptable but should be no bigger than 1/2".
 - c. Extend the awning and shake the leadrail. The awning should close automatically.
17. Follow all OEM instructions to validate that ignition lockout testing is functioning.

SERVICE MANUAL



**CAREFREE CONNECTS FIRMWARE
UPDATE**

RV

**FOR CAREFREE 12V MOTORIZED AWNINGS EQUIPPED WITH
CAREFREE'S BT12 WIRELESS AWNING CONTROL SYSTEM**



Read this manual before installing or using this product. Failure to follow the instructions and safety precautions in this manual can result in personal injury and/or cause the product to not operate properly. This instruction is limited to BT12 Firmware updates and verification of BTMotion connectivity. For more information on Carefree Connects mobile app, please reference the Carefree Connects Mobile App Manual pn 070029-201.



 **Bluetooth**[®]
wireless technology



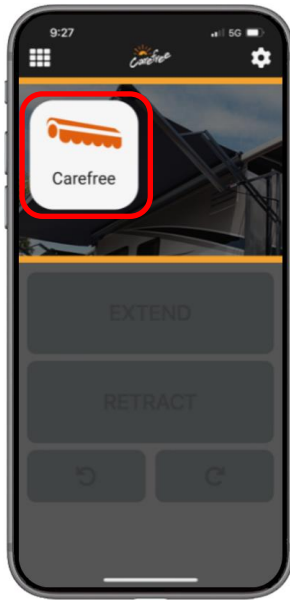
DOWNLOAD

Download the latest version of the Carefree Connects App from the Apple App store or the Google Play store.

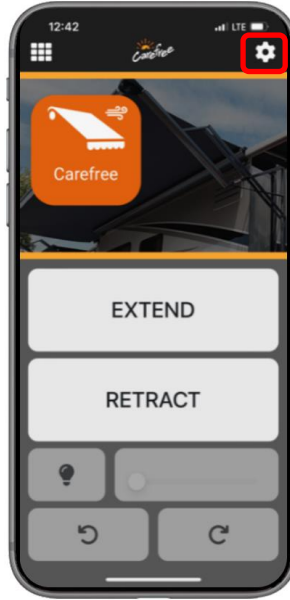
FIRMWARE VERIFICATION



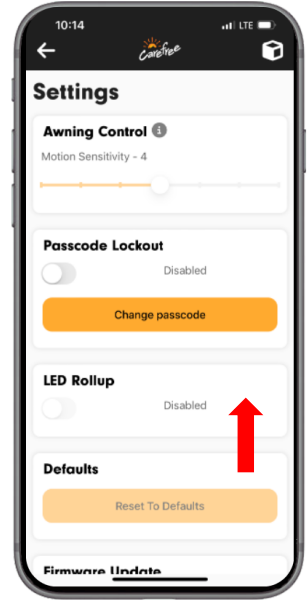
Open the Carefree Connects mobile app.



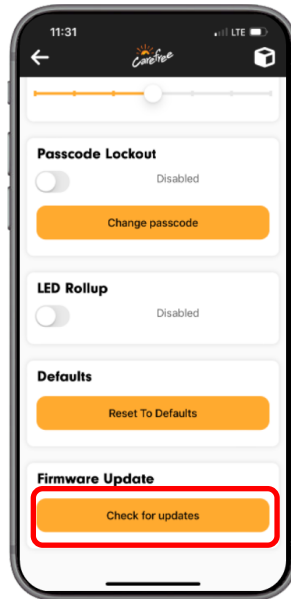
Pair then click on the awning you want to update (it might have a different name).



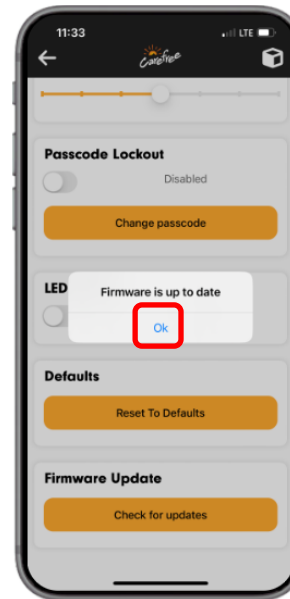
Click on cogwheel in upper corner.



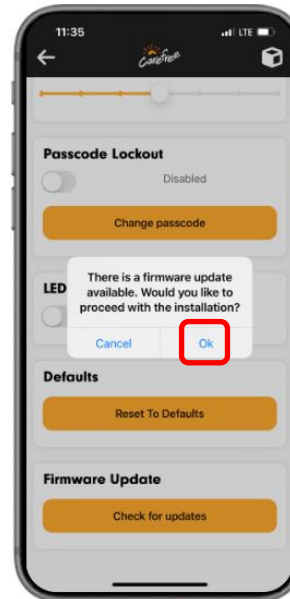
Scroll down on settings.



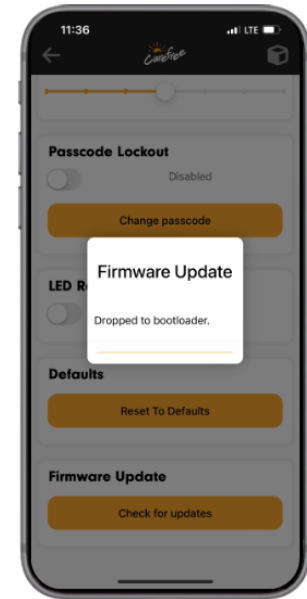
Scroll to the bottom, click on "Check for updates".



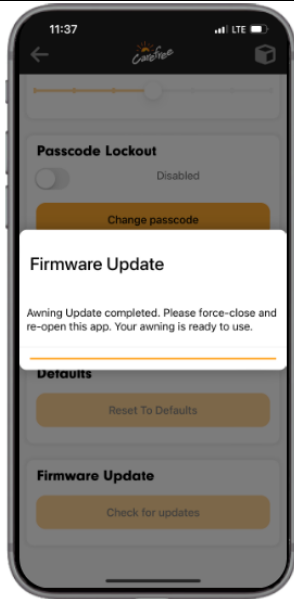
If the Firmware is up to date, click ok and test the app below.



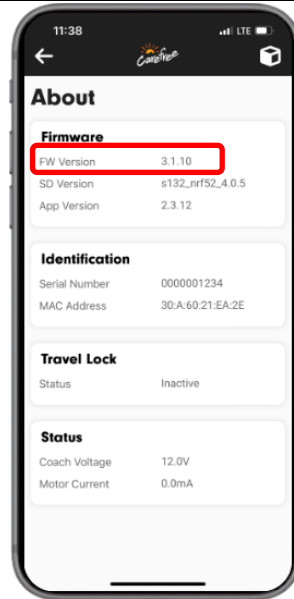
If the Firmware needs updating, click "Ok".



After clicking "Ok", you will see several screens appear and a download status.

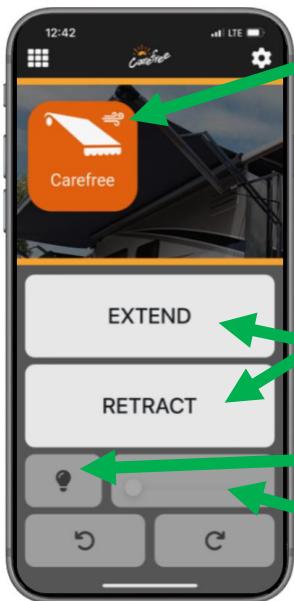


Once the download is complete, you must force-close the app and reopen.



Reopen the app, reconnect to the awning, click on the cogwheel, and scroll to the About screen. Verify FW version 3.1.10 is loaded. Then proceed to test the app.

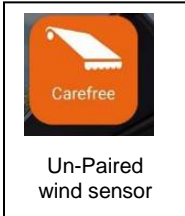
TEST THE APP



Verify the wind sensor is working – This wind symbol should be present, and White. If it is Black or missing, you must reconnect the wind sensor. Please refer to 070029-201 Carefree Connects Mobile app for pairing instructions.

Extend and Retract the connected awning – These buttons should fully extend and fully retract the awning

If the BT12 control module has the LED chip, this symbol will appear – Cycle the LED lights on/off, and verify that dimming controls are working.



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Corporate Compliance PO Box 30 Middlebury, In 46540

NHTSA RECALL: 24V040
FOREST RIVER ID: 225-1723

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

February 2024

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 United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a defect, which relates to the motor vehicle safety, exists in certain 2020-2023 Galleria and 2021-2023 Beyond and Nova Class B Motorhome recreational vehicles.

WHAT IS THE DEFECT?

Cracks may develop in the gearbox housing, causing a fracture. As a result of such fracture the awning may unintentionally extend.

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

An awning that extends unintentionally while the motor home is in motion could be a distraction and/or present a road hazard to the vehicle driver or oncoming traffic, which can increase the risk of a crash.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The remedy will include installation of additional material (which the Company refers to as a "wedge") intended to support the internal components inside certain Freestyle left-handed gearbox motor housing assemblies. If the motor needs replaced, the newly designed motor with the wedge will be installed. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy. You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.0 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

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:

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

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



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 FOREST RIVER ASSIST YOU FURTHER?

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

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6319

If after contacting your dealer and/or our customer care helpline, should you have additional questions in regard to this recall, you may contact:

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 and search;
Recall ID: 24V040

Sincerely,
Forest River Inc.
Office of Corporate Compliance