

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V481  
CANADA RECALL: 2019-311

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

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

July 31, 2019

## **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.

Forest River – Office of Corporate Compliance ("OCC") has decided that a safety defect exists in certain 2019 through 2020 model year FR3 - F3A30DSF, F3A32DSF, F3A33DSF, certain 2020 model year FR3 - F3A32DSFEM and 2019 through 2020 model year Georgetown - GTA30X3F and GTA33B3F Class A 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 May 2018 through June 2019.

### **DEFECT/NONCOMPLIANCE:**

The Slim-rack slideout mechanisms may activate unintentionally moving the slide room in or out.

### **EVALUATION OF RISK:**

If a Slim-rack slideout mechanism began extending or retracting unintended it may increase the risk of personal injury or property damage while in motion.

### **SERVICE PROCEDURE:**

Dealership Service Department Service please reference the included remedy instructions.

### **AVAILABILITY OF REMEDY:**

The remedy for this recall is attached with this notification. Please see attached remedy instructions.

### **WHAT IS THE PART NUMBER OF THE REMEDY KIT?**

366697 AND 404183 – CONTROLLER

363984 – SLIDE SWITCH

### **PARTS AND RETURN:**

Pictures are required for the remedy and/or inspection after installation.

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:**

| UNITED STATES | CANADA   | REPAIR CODE | DESCRIPTION                                    | ALLOWABLE HOUR(S) |
|---------------|----------|-------------|------------------------------------------------|-------------------|
| 19V481        | 2019-311 | 10-481311   | R/R SLIM-RACK SLIDE CONTROLLERS & NEW SWITCHES | 1.5 per slide     |

# IMPORTANT SAFETY RECALL

## HELPFUL CONTACT INFORMATION:

| CONTACT          | PHONE          |
|------------------|----------------|
| Customer Service | (574) 206-7600 |

The Recall shall be considered the utmost priority to remedy the 2019 through 2020 model year FR3 - F3A30DSF, F3A32DSF, F3A33DSF, certain 2020 model year FR3 - F3A32DSFEM and 2019 through 2020 model year Georgetown - GTA30X3F and GTA33B3F Class A Motorhome recreational vehicles in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2019 through 2020 model year FR3 - F3A30DSF, F3A32DSF, F3A33DSF, certain 2020 model year FR3 - F3A32DSFEM and 2019 through 2020 model year Georgetown - GTA30X3F and GTA33B3F Class A Motorhome recreational vehicles listed under this Recall.

If your dealership has already performed the remedy to 2019 through 2020 model year FR3 - F3A30DSF, F3A32DSF, F3A33DSF, certain 2020 model year FR3 - F3A32DSFEM and 2019 through 2020 model year Georgetown - GTA30X3F and GTA33B3F Class A Motorhome recreational vehicles, 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 2019 through 2020 model year FR3 - F3A30DSF, F3A32DSF, F3A33DSF, certain 2020 model year FR3 - F3A32DSFEM and 2019 through 2020 model year Georgetown - GTA30X3F and GTA33B3F Class A Motorhome recreational vehicles 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,  
*Cherie Schmucker*  
Forest River, Inc.  
Office Manager  
Office of Corporate Compliance

# FR3 & GEORGETOWN SLIDE CONTROLLER REPLACEMENT – REMEDY INSTRUCTIONS

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.

STEP 1: LOCATE THE SLIDE CONTROLLERS OF THE VEHICLES; SEE THE LIST BELOW FOR THE NUMBER OF SLIDE CONTROLLERS FOR THE VEHICLE(S) AND THEIR LOCATION.

- FR3 – 30DS = TWO SLIDE CONTROLLERS PER UNIT; ONE DRIVERS SIDE AND ONE PASSENGER SIDE
- FR3 – 32DS = TWO SLIDE CONTROLLERS PER UNIT; ONE DRIVERS SIDE AND ONE PASSENGER SIDE
- FR3 – 33DS = TWO SLIDE CONTROLLERS PER UNIT; ONE DRIVERS SIDE AND ONE PASSENGER SIDE
- GEORGETOWN – 30X3 = TWO SLIDE CONTROLLERS PER UNIT; BOTH ON DRIVERS SIDE
- GEORGETOWN – 33B3 = TWO SLIDE CONTROLLERS PER UNIT; ONE DRIVERS SIDE AND ONE PASSENGER SIDE

STEP 2: LOOK FOR A BLACK ABS PLASTIC COVER MOUNTED TO THE BOTTOM OF THE FLOOR OR ON THE INSIDE WALL IN THE TRUNK(S) OF THE LOWER COMPARTMENTS;

- FIGURE 1 BELOW IS AN EXAMPLE PHOTO

STEP 3: REMOVE FOUR SCREWS HOLDING THE BLACK ABS PLASTIC COVER ON;

- FIGURE 2 BELOW IS AN EXAMPLE PHOTO OF THE CONTROLLER

STEP 4: UNPLUG THE WIRING FROM THE CONTROLLER;

STEP 5: UNSCREW THE CONTROLLER FROM THE SURFACE IT IS MOUNTED TO (KEEP SCREWS);

STEP 6: USE OLD SCREWS TO INSTALL NEW REPLACEMENT CONTROLLER IN THE SAME LOCATION;

STEP 7: PLUG IN WIRING TO THE CONTROLLER;

STEP 8: REMOVE SLIDE SWITCH(S) FROM INSIDE THE VEHICLE;

- FIGURE 3 BELOW IS AN EXAMPLE OF THE INTERIOR SLIDE SWITCH(S)

STEP 9: INSTALL NEW SLIDE SWITCH(S) INSIDE THE VEHICLE USING THE SAME WIRING

FIGURE 1



FIGURE 2



FIGURE 3



Step 10: See attached LCI Document TI – 326 for programming instructions

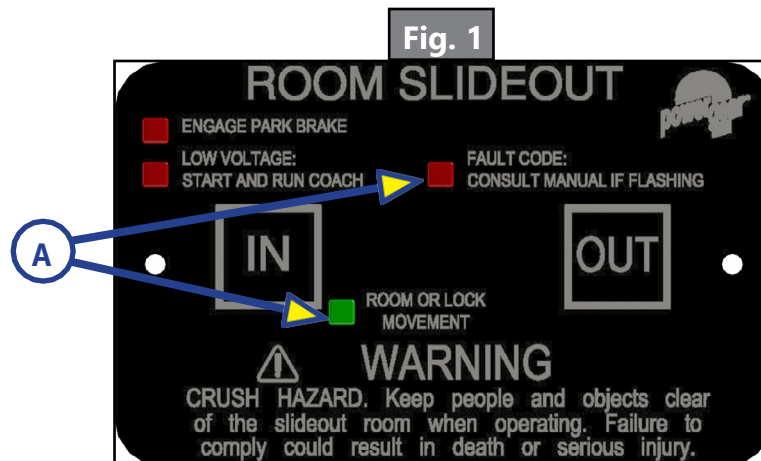
## SLIDE-

### Programming Instructions

Use this procedure to initially set the IN and OUT stops or change the current stop settings.

**Note:** At any time during the program procedure, the unit will exit program mode if the slide-out has not been moved for two minutes or if a fault is detected during programming. The FAULT CODE and ROOM OR LOCK MOVEMENT LEDs will flash rapidly for 10 seconds to indicate that the programming procedure failed. After 10 seconds of flashing, the controller will automatically default to Fault Code 1—Troubleshooting section of the Slimrack OEM Installation Manual—and programming must be restarted.

1. If the touchpad switch (Fig. 1) is mounted to the wall, remove it to access the buttons (Figs. 2 and 3) on the backside.
2. Press and hold the set stops/clear fault (Fig. 2A) button on the back of the touchpad switch for five seconds.
  - A. The fault code and room or lock movement LEDs (Fig. 1A) will light while the button is held down.
  - B. After five seconds, the green LED (room or lock movement) will begin flashing and the red LED (fault code) will remain lit.
3. The retracted, or "in", stop is ready to be set. The "in" stop must be programmed first.
  - A. Press and hold the slide-out motor buttons (Motor 1 and Motor 2, Fig. 3), located on the back of the touchpad switch, that correspond to the slide-out motors to be moved.
  - B. Press the IN or OUT button on the front of the touchpad switch, depending upon direction of slide-out movement desired.
  - C. Move the slide-out to the fully retracted position.
    - I. Press and release the set stops/clear fault (Fig. 2A) button on the back of the touchpad switch to program the retracted stop position.
    - II. The red LED (FAULT CODE) will now start to flash and the green LED (ROOM OR LOCK MOVEMENT) will remain lit



SLIDE-

Fig. 2

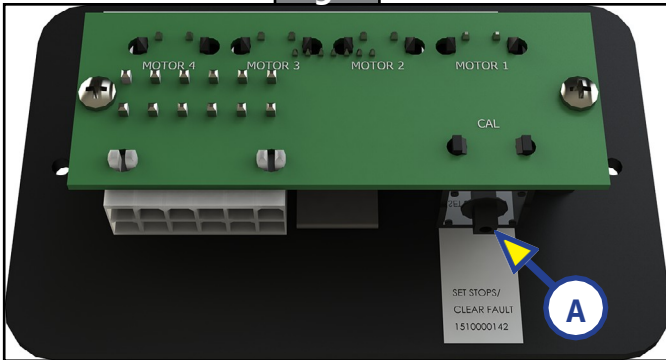
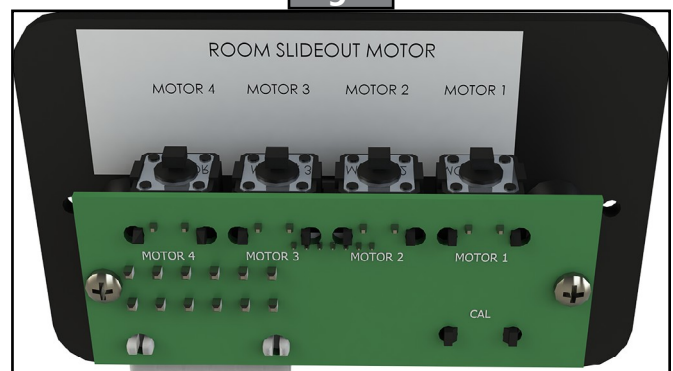


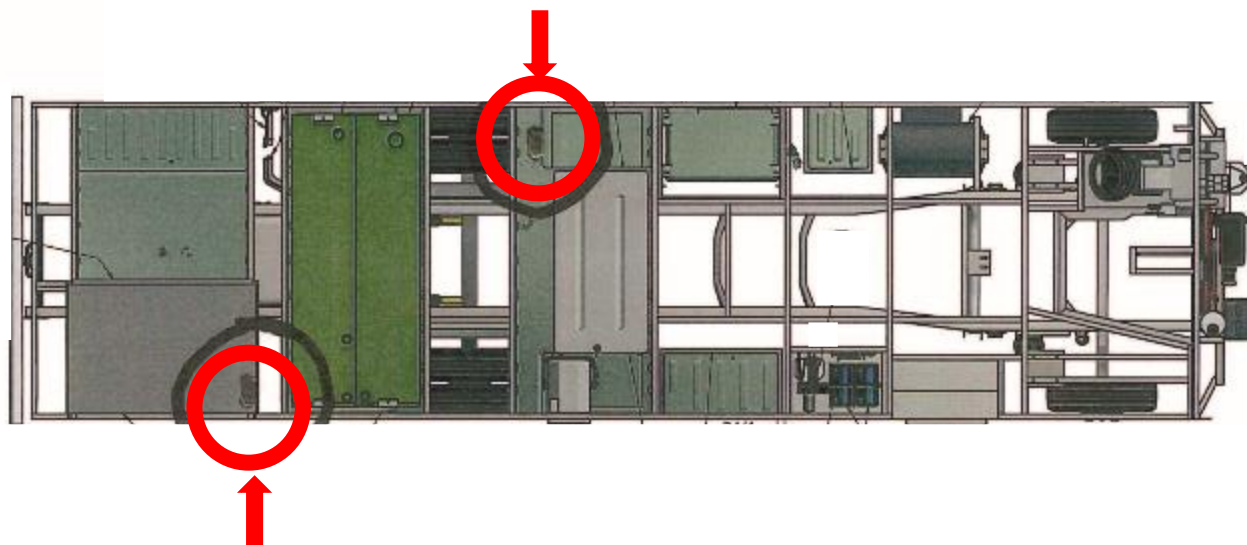
Fig. 3



4. The extended or "out" stop is ready to be set.
  - A. Press and hold the same slide-out motor buttons (Motor 1 and Motor 2, Fig. 3).
  - B. Press the IN or OUT button on the front of the touchpad switch (Fig. 1), depending upon direction of gear rack movement.
  - C. Move the slide-out to the fully extended position.
  - D. Press and release the SET STOPS/CLEAR FAULT button (Fig. 2A) located on the back of the touchpad switch to program the extended stop position.
    - I. If both LEDs flash rapidly for one second, then shut off, the controller has been programmed correctly and is now in normal operation mode.
    - II. If both LEDs flash rapidly for 20 seconds, the controller has not been programmed correctly or the system is wired incorrectly. The touchpad switch will flash the fault code that occurred during programming. Refer to the Controller [366697](#) or 404183 Fault Codes chart in the Troubleshooting section of the Slimrack OEM Installation Manual.
      - a. Repair the fault.
      - b. Repeat the program mode procedure starting with step 1.
    - III. The controller must be programmed correctly before it will operate in normal mode. The "in" stop must be programmed before the "out" stop.
5. Programming of the [366697](#) or 404183 controller is now complete.
6. Mount the touchpad switch to the wall with two screws

## FR3 – 30DS

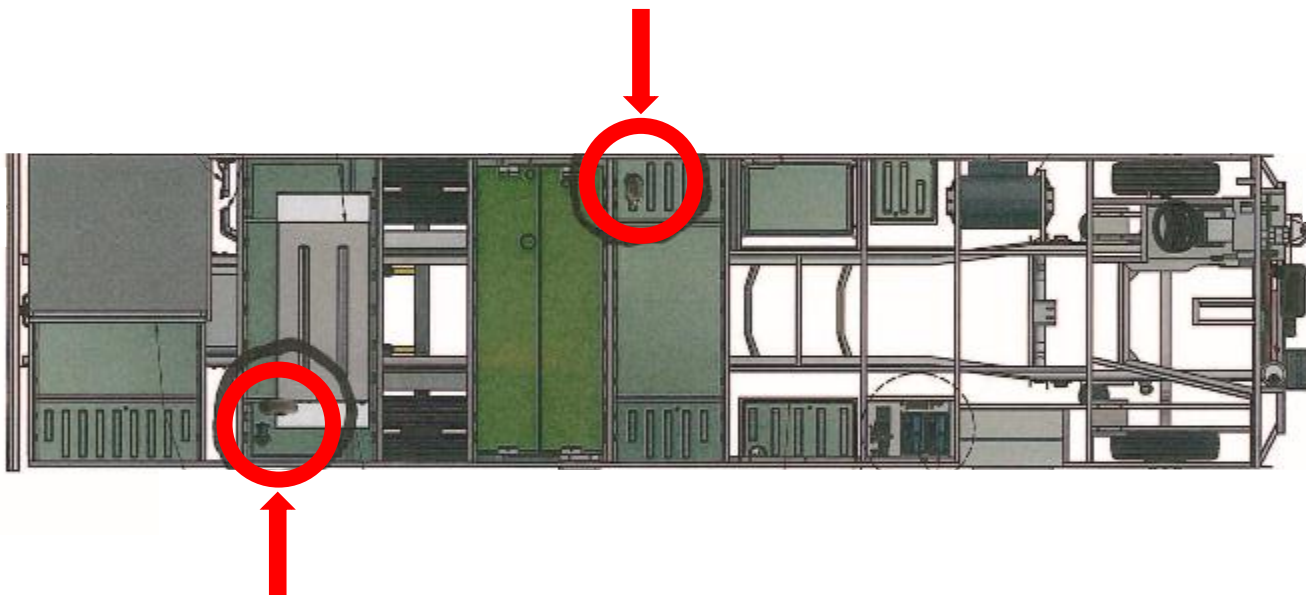
LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.



LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.

## FR3 – 32DS

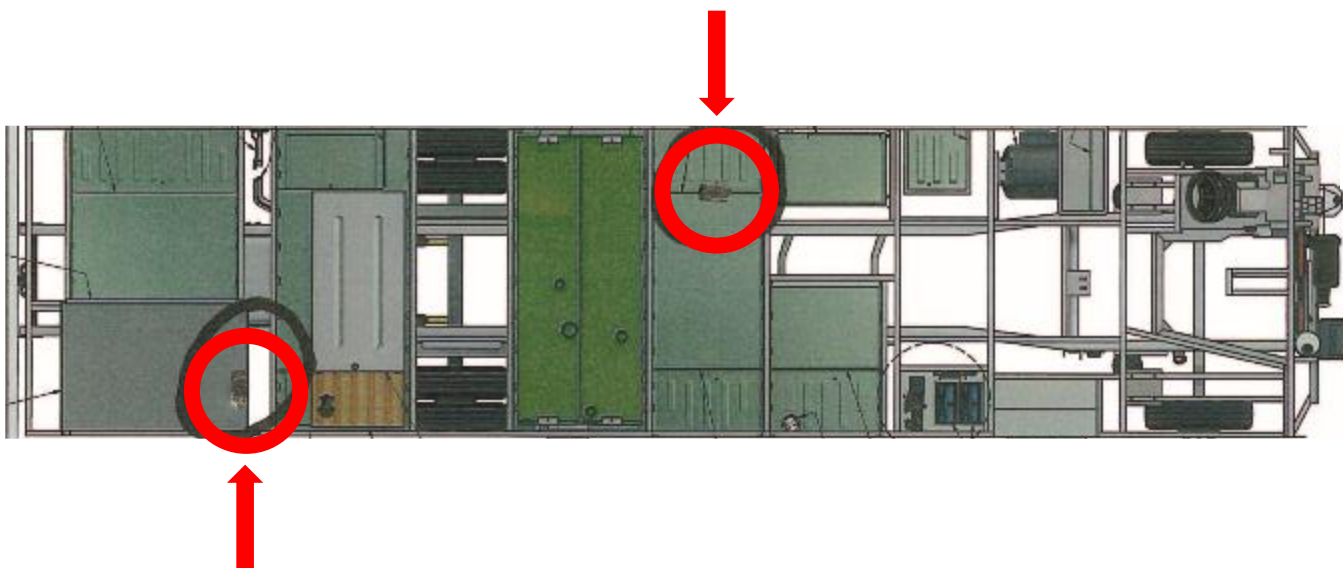
LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.



LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.

## FR3 – 33DS

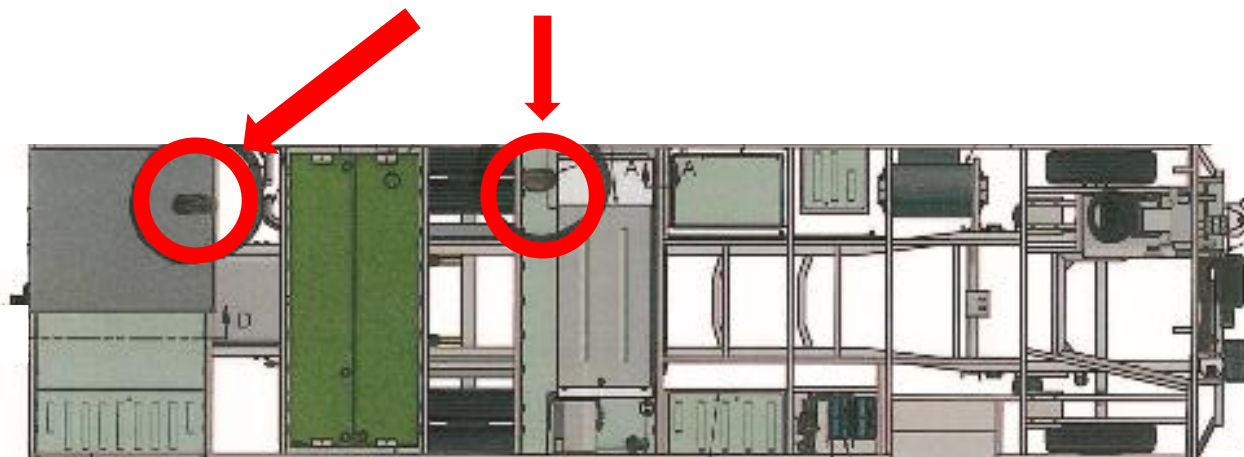
LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.



LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.

## GEORGETOWN – 30X3

LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.



## GEORGETOWN – 33B3

LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.



LOCATE THE SLIDE CONTROLLERS  
OF THE VEHICLES.

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Follow proper safety practices. If in doubt, consult a professional RV technician.