Part 573 Safety Recall Report

16V-179

Manufacturer Name : Forest River, Inc.
Submission Date : APR 14, 2016
NHTSA Recall No. : 16V-179
Manufacturer Recall No. : 420-06092015-0050

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 : 2,358
Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2008-2016 Forest River, Inc. Puma - T20RDC, T21FBC, T22RBC, T26RLC, T26FBSC, T21TUC, T25FBC, T22RB, T30FQSS, T21TFU, T24THS, T25TFS, T27SBU, T27RLSS, T25TFQ, T21TFB
Vehicle Type : TRAILERS
Body Style :
Power Train : NR
Descriptive Information : Puma is a recreational trailer manufactured by Forest River, Inc.
Production Dates : JUN 25, 2007 - MAR 23, 2016

VIN (Vehicle Identification Number) Range

Begin : NR End : NR ☐ Not sequential VINs

Description of Defect :

Description of the Defect : During a full jounce of the tires' suspension system, the tire may come into contact with the floor or wheel well and may result in tire damage.
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : A damaged tire could deflate and cause loss of control.
Description of the Cause : The design of the trailer may leave insufficient space between the top of the tire and the wheel well which may allow the tire to come into contact with the floor of the trailer or with the wheel well.
Identification of Any Warning that can Occur : A person would be able to identify tire rub upon inspection of the tire.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In June 2015, Forest River's Office of Corporate Compliance ("OCC") became aware of a customer alleging that a tire had made contact with the floor of a Puma trailer. OCC conducted an internal investigation at the manufacturing facility and determined that an additional investigation of vehicles in the field needed to be conducted to determine if a safety-related defect existed.

Forest River advised NHTSA of its intention to further investigate the matter through a survey of a sample of units in the field and on August 13, 2015, Forest River issued a Technical Service Bulletin ("TSB") and submitted it to the agency. In conjunction with the TSB, Forest River created a plastic "GO or NO GO" gauge to measure the tire clearance and included this gauge with the TSB documentation that was mailed to owners and dealers. Pursuant to the TSB, if the "GO or NO GO" gauge revealed there was insufficient clearance on any of the tires, the affected axle would be replaced without charge. From approximately September 2015 – March 2016, Forest River conducted the field survey described above and gathered the results of the inspection through the TSB.

On March 22, 2016, during the course of the first audit conducted pursuant to the July 8, 2015 Consent Order, the Independent Monitor inquired into the status of the Puma TSB. On March 23 - 24, 2016, OCC again analyzed the data received in response to the TSB and found that out of those vehicles that had been inspected in the field, 20 vehicles had sufficient tire clearance and 22 had insufficient tire clearance. On March 25, 2016, the Forest River Corporate Committee reviewed the data and decided that a defect related to motor vehicle safety existed and determined that the TSB should now be conducted as a recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide a lift kit, free of charge to the Owner and Dealer, and pay for the installation of the lift kit.

What is the Forest River Customer Service Phone Number? (574) 642-0607

How Remedy Component Differs from Recalled Component : The lift kit will add 1.88" of vertical height clearance to the vehicles. The lift kit uses the same hardware as the axle mounting hardware.

Identify How/When Recall Condition was Corrected in Production : All Puma products are being reviewed for proper axle spring hanger length in comparison to the chassis main I-Beam.

Recall Schedule :

Description of Recall Schedule : Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles once a formal NHTSA I.D. is provided. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.

Planned Dealer Notification Date : MAY 27, 2016 - MAY 27, 2016

Planned Owner Notification Date : MAY 27, 2016 - MAY 27, 2016

* NR - Not Reported