

# Part 573 Safety Recall Report

# 16V-645

**Manufacturer Name :** Forest River, Inc.

**Submission Date :** SEP 02, 2016

**NHTSA Recall No. :** 16V-645

**Manufacturer Recall No. :** 120-08302016-0240



## 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 :** 109

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2017-2017 Forest River, Inc. Viking - V-EXPRESS9.0

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The Viking V-EXPRESS9.0 is a recreational vehicle manufactured by Forest River, Inc.

**Production Dates :** MAY 31, 2016 - AUG 23, 2016

**VIN Range 1 :** Begin : 5ZT1VKAC3H5011887 End : 5ZT1VKAC8H5012338  Not sequential

**Vehicle 2 :** 2017-2017 Forest River, Inc. Viking - C-EXPRESS9.0

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The Viking C-EXPRESS9.0 is a recreation vehicle manufactured by Forest River, Inc.

**Production Dates :** MAY 31, 2016 - AUG 23, 2016

**VIN Range 1 :** Begin : 5ZT1CPAC6H5011921 End : 5ZT1CPAC8H5012357  Not sequential

## Description of Defect :

**Description of the Defect :** The affected vehicles may be missing a wire clip that retains the gas lift roof struts to the mounting bracket. If the wire clip is missing, the roof lifting gas strut may detach from its mounting bracket.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the strut is moved it could detach from the mounting bracket, allowing one side of the roof to drop down quickly and may result in a bodily injury.

**Description of the Cause :** Due to a communication error with the part supplier, the wire clip was not installed.

**Identification of Any Warning that can Occur :** The user can visually inspect to see whether the roof strut is attached to the silver mounting plates.

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

On August 26, 2016, Forest River - Office of Corporate Compliance ("OCC") was notified of a potential safety defect in a newly released model series by manufactured under the Viking brand of Forest River, Inc.

An investigation began on August 29, 2016 when OCC made a visit to the production plant and found that units at the production plant had gas-filled struts that detached from the mounting ball fastened to the roof and sidewall of the trailer. Upon further investigation and communication with the supplier, it was determined the 120-pound strut required a "wire clip" to be installed on the ball mount.

On September 2, 2016, Forest River's Corporate Committee decided to recall the vehicles affected.

## Description of Remedy :

**Description of Remedy Program :** Forest River will provide Dealerships and Owners the remedy free of charge; this remedy must take place at any Forest River Dealership. Owners will be notified, and Dealers will be notified and provided procedures.

What is the Forest River Customer Service Phone Number? (269)  
467-8281

**How Remedy Component Differs from Recalled Component :** The field remedied vehicles will display a silver ring around the top and bottom of the struts which will indicate that they have the wire clip attached.

**Identify How/When Recall Condition was Corrected in Production :** All production after August 29, 2016, contains the wire-clip on each end of the strut.

**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 : OCT 31, 2016 - OCT 31, 2016

Planned Owner Notification Date : OCT 31, 2016 - OCT 31, 2016

\* NR - Not Reported