

Part 573 Safety Recall Report

16V-693

Manufacturer Name : Forest River, Inc.

Submission Date : SEP 24, 2016

NHTSA Recall No. : 16V-693

Manufacturer Recall No. : 29-09202016-0250



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 : 45

Estimated percentage with defect : 58 %

Vehicle Information :

Vehicle 1 : 2014-2016 Forest River, Inc. Rockport - RPAF1270 & RPAA1270

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Rockport is a commercial delivery vehicle manufactured by Forest River, Inc.

Production Dates : NOV 24, 2014 - AUG 28, 2015

VIN Range 1 : Begin : 1GBOG2CFXF1130690 **End :** 1GBOG2CF1F1240690 Not sequential

Description of Defect :

Description of the Defect : Certain roller chains installed on TVL 12/16 series lift gates may have been constructed with material from a sub-supplier that was insufficient in material strength properties.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to a notification received from Thieman Lift Gate, a defect in materials used by a sub-supplier could cause the lift platform to fall unexpectedly and potentially result in personal injury due to a product falling off the uneven platform or an individual on the platform positioning a load at the time of a chain failure. Forest River is not aware of any reports of accidents or injuries related to this condition.

Description of the Cause : According to a notification received from Thieman Lift Gate's, the defect is due to of the use of "defective material" from a supplier"

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : Thieman Tailgates, Inc.
Address : 600 East Wayne Street
Celina OHIO 45822
Country : United States

Chronology :

On September 16, 2016, Forest River – Rockport received a notice from Thieman Lift-Gate describing the above condition and proposing to conduct a Field Corrective Action Campaign.

On September 19, 2016, Forest River – Rockport notified Forest River’s Office of Corporate Compliance (OCC) of the notice from Thieman and OCC opened an investigation into the company’s use of the part and began to review its internal data related to this issue.

On September 20, 2016, Forest River’s OCC communicated with Thieman and explained that based on the information presented in Thiemann’s letter, Forest River was investigating the matter further and believed the condition described may have potential safety consequences.

On September 21, 2016, Forest River – OCC reviewed warranty claims from the Rockport division that could be potentially related to this issue and found none.

On September 23, 2016, the Corporate Committee decided to conduct a NHTSA safety recall.

Description of Remedy :

Description of Remedy Program : Distributors for Thieman Lift Gates will repair the affected vehicles free of charge.

What is the Customer Service phone number for Thieman? (800)
524-5210 Ext. 104

What is the Forest River, Inc. Customer Service phone number? (888)
711-1600

How Remedy Component Differs from Recalled Component : None supplied by Thieman.

Identify How/When Recall Condition was Corrected in Production : None supplied by Thieman.

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 : NOV 21, 2016 - NOV 21, 2016

Planned Owner Notification Date : NOV 21, 2016 - NOV 21, 2016

* NR - Not Reported