

# Part 573 Safety Recall Report

# 17V-292

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

**Submission Date :** MAY 02, 2017

**NHTSA Recall No. :** 17V-292

**Manufacturer Recall No. :** 45-03202017-0355



## 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 :** 487

**Estimated percentage with defect :** 80 %

## Vehicle Information :

**Vehicle 1 :** 2014-2014 XLR ToyHauler Hyperlite - XLT24HFS, XLT24HFS-EP, XLT27HFS, XLT29HFS, XLT29HFS-EP

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** XLR Hyperlite is a recreational vehicle manufactured by Forest River, Inc.

**Production Dates :** SEP 30, 2013 - APR 27, 2015

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The equalizer knurled bolt may not be seated properly into the chassis axle hanger. This condition may lead to the improper threading of the locking nut against the axle hanger on the opposite side of the chassis axle hanger.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the equalizer knurled bolt and nut are not installed properly or are missing from a triple-axle configuration, the center axle can rotate to the rear and could lead to tire degradation or loss of vehicle control resulting in a crash.

**Description of the Cause :** Improper installation of the equalizer knurled bolt led the shoulder of the bolt to "catch" on the opposite side chassis axle hanger.

**Identification of Any Warning that can Occur :** None

## Supplier Identification :

**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On June 1, 2016 and following a review of warranty information, OCC was notified by the Plant General Manager and Warranty Manager of a potential issue involving the performance of certain triple axel trailers involving the performance of equalizer knurled bolts. .

On June 3, 2016, OCC initiated an investigation into the issue, including a review of all dynamics of the suspension in which the equalizer knurled bolts subject to the warranty claim were installed.

On June 14, 2016, Forest River concluded its internal investigation finding that full engagement of the threads of the shackle bolt issued by the supplier in the kit for the suspension upgrade might be compromised and may not ensure that the shoulder bolt passes through the axle hangers of the chassis.

On June 16, Forest River's Corporate Committee determined that a safety-related defect may exist if the equalizer knurled bolts are not installed correctly.

Beginning in January 2017, the manufacturing plant began to receive a limited number of individual customer communications and warranty claims that appeared to involve a similar issue as 16V457. The information received from the field involved models not included in the original population and for which the knurled bolt was installed as optional equipment in these travel trailers.

Preliminary information was received from the plant in February 2017 and an investigation was initiated. Additional information was received from the plant in late March 2017 and the company completed its investigation in early April 2017.

An amendment to recall 16V457 had been filed to include the XLR Hyperlite; however it was found on May 1st, 2017 that this amendment added to many new vehicles to the recall. Therefor is was determined the need for a new recall filing.

## Description of Remedy :

Description of Remedy Program : Forest River will provide all required parts and labor, free of charge to the Dealers. All costs are completely covered and will not be charged against the Owners.

What is the Forest River Customer Service Phone Number? (574)  
642-0431

How Remedy Component Differs from Recalled Component : During installation of the remedy component, the repair procedures will advise to ensure the equalizer knurled bolt passes through both sides of the axle hanger and is not caught on the shoulder of the bolt against the axle hanger.

Identify How/When Recall Condition was Corrected in Production : The supplier of the component at issue conducted training on how to appropriately install the part.

## 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 : JUN 28, 2017 - JUN 28, 2017

Planned Owner Notification Date : JUN 28, 2017 - JUN 28, 2017

\* NR - Not Reported