

Part 573 Safety Recall Report

17V-623

Manufacturer Name : Forest River, Inc.

Submission Date : MAY 11, 2018

NHTSA Recall No. : 17V-623

Manufacturer Recall No. : 40-0241



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 : 276

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2017 Forest River, Inc. BERKSHIRE XL & XLT - BE400BH-60, BE400QL-60, BE400RB-60, BE40A-360, BE40A-380, BE40B-380, BE40BH-360, BE40BH-380, BE40QL-360, BE40QL-380, BE40RB-360, BE40RB-380, BE43A-450, BE43B-450 & BE43C-450

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Forest River is recalling the entire population of the Berkshire and Berkshire XLT due to the potential loss of complete headlamp illumination. The scope is defined by the beginning VIN of the aforementioned vehicles, ending with the vehicles in which Forest River made a production change.

Production Dates : OCT 29, 2013 - MAR 02, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Both headlamps may shut off when switching from the low beam to high beam setting, causing reduced or loss of visibility while driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If both headlamps shut off at the same time, an operator may have reduced or full loss of visibility of the roadway which may increase the risk of loss of control of the vehicle.

Description of the Cause : Unknown

Identification of Any Warning that can Occur : None

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 6, 2016, OCC became aware of four customer complaints received by the Berkshire plant stating that the vehicle headlights had experienced a single "lamp out" when the driver switched the headlights from the low-beam to high-beam setting. This lamp-out lasted from one to six seconds. An investigation was initiated and the manufacturing plant reviewed its warranty data to determine whether there were claims for other vehicles using the same headlight that had potentially experienced the same or similar "lamp out" situation. No other claims were identified.

During this investigation, Forest River and the manufacturer of the chassis, worked together to better understand the issue. The investigation ruled out the Forest River wire harness was contributing to the concern, but the underlying cause could not be identified. At that time, because of the limited number of reports, all of which involved a single headlamp, on September 19, 2016, Forest River decided to close the investigation but continue to monitor the issue.

On or about October 7, 2016, the manufacturing plant, along with the chassis manufacturer, began to inspect a vehicle that had reportedly experienced a lamp out. Technicians from the chassis manufacturer reported that they believed that the lamp out situation was occurring due to the headlamp module shutting down. As a result, OCC reopened the investigation.

The investigation continued and in or around mid-December 2016, the Berkshire plant and the chassis manufacturer began to investigate whether a component in the headlight assembly was causing the module to shut down. The Berkshire plant also sent a headlight to the chassis manufacturer so that it could conduct its own testing at its engineering facility. Forest River was advised that the "lamp out" condition could not be replicated without modifying the headlight assembly.

On September 28, 2016, Forest River became aware of an additional customer reporting a single lamp

Description of Remedy :

Description of Remedy Program : Forest River will provide a wire harness that will include additional diodes to prevent electrical feed back to the light control module. The wire harness will be installed by a Forest River dealership, free of charge to the Owner and Dealership.

What is the Forest River Customer Service Phone Number? (574)
295-2117

How Remedy Component Differs from Recalled Component : A new wire harness will be installed per the installation instructions by a Forest River dealership.

Identify How/When Recall Condition was Corrected in Production : The issue was identified in production and a harness was developed and installed on production vehicles beginning in March, 2017.

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 (as needed) 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 : DEC 06, 2017 - DEC 06, 2017

Planned Owner Notification Date : DEC 06, 2017 - DEC 06, 2017

* NR - Not Reported