

Part 573 Safety Recall Report

18V-234

Manufacturer Name : Forest River, Inc.

Submission Date : MAY 24, 2018

NHTSA Recall No. : 18V-234

Manufacturer Recall No. : 68-0700



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 : 597

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Forest River, Inc. GEORGETOWN - GTA24W3F, GTA30X3F, GTA31B3F, GTA31L5F, GTA31R5F, GTA34P7, GTA369XLF, GTA36B5F, GTA36D7, GTA377XLF, GTA378XLF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall scope was determined by purchasing change notice records and production records. The recall population includes all vehicles that used a new style of entry door sourced from a different supplier.

Production Dates : NOV 29, 2017 - APR 03, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2018-2019 Forest River, Inc. FR3 - F3A29DSF, F3A30DSF, F3A32DSF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall scope was determined by purchasing change notice records and production records. The recall population includes all vehicles that used a new style of entry door sourced from a different supplier.

Production Dates : NOV 29, 2017 - MAR 30, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The latch on the entry door to the coach may not engage sufficiently and could allow the door to open unexpectedly, including when the vehicle is in transit.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the entry door opens unexpectedly, this may increase the risk of injury.

Description of the Cause : The door frame is not sufficiently supported in the striker bolt area.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On March 25, 2018, Forest River's Georgetown and FR3 manufacturing plant received a warranty claim stating that the entry door latch did not engage sufficiently and that the entry door opened while the vehicle was in transit. Georgetown and FR3 contacted OCC which initiated an investigation on April 4, 2018. The investigation indicated that Forest River had changed suppliers for its entry doors on the Georgetown and FR3 models and began to manufacture units with the new supplier's product beginning November 29, 2017. After the entry door began to be sourced from a different supplier, the manufacturing plant had not adjusted its installation practices to account for variations in the design of the door compared to the door that was previously used.

On April 6, 2018, Forest River's Corporate Committee decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide a remedy kit, free of charge to Dealers and Owners to adjust the entry door. A dealer must perform the remedy.

What is the Forest River Customer Service Phone Number? (574)
206-7600

How Remedy Component Differs from Recalled Component : Dealers will install shims between the entry door frame and the wall frame. Additionally, dealers will add two additional screws through the entry door frame to secure the door frame to the sidewall frame. Dealers will finally verify that the entry door latch pawl is properly contacting the striker bolt, if required the dealer will adjust the striker bolt.

Identify How/When Recall Condition was Corrected in Production : The entry door sourced from the original supplier began to be used again in production beginning the week of March 30, and April 4, 2018.

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 : JUN 04, 2018 - JUN 04, 2018

Planned Owner Notification Date : JUN 04, 2018 - JUN 04, 2018

* NR - Not Reported