

# Part 573 Safety Recall Report

# 18V-768

**Manufacturer Name :** Forest River, Inc.**Submission Date :** NOV 27, 2018**NHTSA Recall No. :** 18V-768**Manufacturer Recall No. :** 68-0822**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 : 4,790

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2017-2019 Forest River Inc. Georgetown, FR3, Charleston, and Berkshire motorhomes

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Forest River's OCC team is currently working on exact population which will be sent in an amendment. The Model Years, Sub-Models, Production Dates, Population, and Remedy will all be submitted as soon as determined.

This window shade is specific to the inception of this model and will affect units built from date of PCN (Product Change Notice) which reflects the 1st installation of this shade. Until the week of August 13th when the gear's extrusion tolerance was increased. This decreases the possibility of the gears slipping.

11/6/2018 - Models, and quantities are listed in a separate document attached as Miscellaneous Document US Models

Production Dates : JAN 01, 2018 - OCT 31, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The motorized windshield roller shade located at the driver's designated seating position could potentially unroll itself without warning and lower while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the windshield roller shade located at the driver's designated seating position inadvertently unrolls and lowers while the vehicle is in motion, the

**Description of the Cause :** driver's visibility could be obstructed, increasing the risk of a crash. According to feedback from the supplier, the motor head can rotate inside the motor tube without being fully engaged, this can cause the motor head to slip when a roller tube design on the high end of tolerance is combined with a motor on the low end of tolerance. This configuration could allow for the gear to skip the grooves and to lower unexpectedly.

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

## Supplier Identification :

### Component Manufacturer

**Name :** Irvine Shade & Door  
**Address :** 1000 Verdant St  
Elkhart INDIANA 46516  
**Country :** United States

## Chronology :

On, July 10th, 2018 Forest River Inc. received a single complaint of a windshield shade coming down while unit was in operation. . During that same week Forest River's Office of Corporate Compliance (OCC reviewed, but did not find any potentially related reports.

On August 13th, 2018 the supplier of the windshield shade conducted an audit at Forest River's Manufacturing plant. The audit found that there were no issues related to the installation of the product in the vehicles and the single customer report was believed to be an isolated incident. Regardless, the supplier and Forest River took steps to increase the gear extrusion tolerance on production moving forward.

On October 8th, 2018 Forest River received a new customer report where a driver's windshield shade had unrolled while the vehicle was in operation. Forest River reinitiated the investigation, working with the supplier of the windshield shade. The supplier conducted testing of a returned unit and in late October 2018, the supplier concluded that in certain configurations of motor heads and motor tubes could allow the shade to lower unexpectedly. On October 26th, 2018 Forest River's Corporate Recall Committee voted to recall

## Description of Remedy :

**Description of Remedy Program :** Forest River Inc. will provide all parts and labor free of charge. A dealership will need to perform the repairs

**What is the Forest River Customer Service Phone Number? (574)**  
206-7605

How Remedy Component Differs from Recalled Component : This product is used specifically on these model vehicles.  
Part # ES2512D

Identify How/When Recall Condition was Corrected in Production : The week of August 23rd, 2018 A gear with a more significant foot print relative to the gear slots, was installed during manufacturing of the shade.

### 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 03, 2018 - DEC 10, 2018

Planned Owner Notification Date : DEC 03, 2018 - DEC 10, 2018

\* NR - Not Reported