

Part 573 Safety Recall Report

19V-048

Manufacturer Name : Forest River, Inc.

Submission Date : JAN 29, 2019

NHTSA Recall No. : 19V-048

Manufacturer Recall No. : 51-0940



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 11

Address : 55470 CR 1

Estimated percentage with defect : 100 %

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Vehicle Information :

Vehicle 1 : 2019-2019 Forest River Inc. Glaval Entourage - EXR75729C, EXR95533C

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As Per Ford Recall 18V894 - This condition affects F-150-F550's vehicles equipped with engine block heaters. Vehicles produced before March 18, 2014, include block heater cables with different under hood packaging, routing and splice connector orientation from those included in this action. On November 17, 2018, updated engine block heater cables with grease applied to the splice connector were implemented into production. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database. F-150-550's series potentially affected: 179,873

Glaval Entourage - EXR75729C – 2

Glaval Entourage - EXR95533C – 4

Production Dates : DEC 21, 2018 - JAN 04, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2017-2018 Forest River, Inc. Berkshire Coach Ultra - UL1912, UL1910 & UL1913C

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As Per Ford Recall 18V894 - This condition affects F-150-F550's vehicles equipped with engine block heaters. Vehicles produced before March 18, 2014, include block heater cables with different under hood packaging, routing and splice connector orientation from those included

in this action. On November 17, 2018, updated engine block heater cables with grease applied to the splice connector were implemented into production. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database. F-150-550's series potentially affected: 179,873

Berkshire Coach Ultra - UL1912 - 2
Berkshire Coach Ultra - UL1910 - 1
Berkshire Coach Ultra - UL1213C - 1

Production Dates : SEP 27, 2017 - MAR 07, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : As Per Ford Recall 18V894 - For vehicles equipped with an engine block heater, water and corrosive contaminant intrusion into the block heater cable's splice connector could cause corrosion and damage to the connector. Prolonged corrosion in the cable splice connector can cause a resistive short, inoperative engine block heater, and/or tripping of household breakers or GFCI equipped outlets while the vehicle is parked and the block heater is plugged in.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As Per Ford Recall 18V894 - The risk to safety only exists while the vehicle is parked and the block heater cable is plugged into an electrical outlet. A resistive short in the engine block heater splice connector can increase the risk of overheated or melted wiring and fire.

Description of the Cause : As Per Ford Recall 18V894 - The following combination of factors make the engine block heater cable installation in the included vehicles more susceptible to moisture accumulation: a female connector angled upwards at a 45 degree (or greater) angle, a low mounting position in the vehicle, and an unshielded or exposed mounting location. Vehicles operated in environments that contain corrosive contaminants such as road de-icing salt, over time, are more susceptible to corrosion of the splice connector's terminals. Prolonged corrosion of the terminals can cause a resistive short in the splice connector.

Identification of Any Warning that can Occur : As Per Ford Recall 18V894 - The block heater may become inoperative, the household breaker or outlet GFCI may trip, the user may hear buzzing or sizzling noise, or observe smoke and/or sparks when the cable is plugged into a wall outlet.

Supplier Identification :

Component Manufacturer

Name : Ford Motor Company
Address : NR
NR
Country : United States

Chronology :

On January 18th, 2019 Forest River was notified of this pass thru recall.
On January 21st, 2019 Forest River was able to identify population.

On January 28, 2019 Forest River received additional VINs from Ford to add to the recall scope.

Ford will be responsible for reporting.

Description of Remedy :

Description of Remedy Program : As Per Fords Recall 18V894 - Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the block heater cable inspected and replaced if damaged or corroded. If there are no signs of damage or corrosion, the dealers will pack the terminal connector with Motorcraft dielectric grease and reconnect. If a replacement cable is required but unavailable, the customer will receive an information sheet and will be notified via mail for a follow-up appointment once parts become available. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in December 2018. The ending date for reimbursement eligibility is December 31, 2019. Ford will forward a copy of the notification letters to dealers to the agency when available.
Forest River Customer Service Phone # (574) 343-5167

How Remedy Component Differs from Recalled Component : As Per Fords Recall 18V894 - Vehicles manufactured after the affected vehicle date have either grease applied to the engine block heater cable splice connector or have a rerouted engine block heater cable.

Identify How/When Recall Condition was Corrected in Production : As Per Fords Recall 18V894 – Not Reported

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 : MAR 04, 2019 - MAR 15, 2019

Planned Owner Notification Date : MAR 04, 2019 - MAR 15, 2019

* NR - Not Reported