

# Part 573 Safety Recall Report

# 19V-774

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

**Submission Date :** OCT 28, 2019

**NHTSA Recall No. :** 19V-774

**Manufacturer Recall No. :** 500-1112



## 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 :** 27

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Forest River Inc. East to West Delta Terra 312BH, East to West Silver Lake 31KBH

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** During an internal audit it was found that the bunk was not being installed per manufacturing standards. Using production records the plant was able to determine affected vehicle population.

Delta Terra 312BH - 6

Silver Lake 31KBH - 21

**Production Dates :** OCT 08, 2019 - OCT 21, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The overhead bunk fasteners may not be secured to the backer on the left side of the bunk

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** The overhead bunk can potentially come loose from the wall and drop down on top of an occupant using the bottom bunk potentially leading to personal injury.

**Description of the Cause :** The employee did not follow the manufacturing process and missed the backers when installing the bunks.

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

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

On 10/25/2019 during a routine inspection by the Quality Control Manager it was discovered that the bunk was not secured to the backer on the left side of the overhead bunk. Retraining

On 10/28/2019 Forest Rivers Manufacturing Plant East to West contacted Forest Rivers Office of Corporate Compliance (OCC) to advise us of the incorrect installation on the bunk along with providing all of the affected vehicles. Retraining occurred immediately on the 25th with the plant employees regarding standards required during installation of a bunk.

On 10/28/2019 Forest River's Forest Rivers Office of Corporate Compliance (OCC) called an emergency meeting with Forest River's Corporate Recall Committee. The Committee voted to recall the affected vehicles.

## Description of Remedy :

Description of Remedy Program : Forest River Inc. will provide remedy instructions on how to secure the bunk to the backer. Forest River Inc. will provide parts necessary to perform the repair to the bunk free of charge. A Forest River Dealership will need to perform this repair

What is the Forest River Customer Service Phone Number? (574)  
264-6664

How Remedy Component Differs from Recalled Component : Retraining has taken place to ensure the installation of the bunks moving forward will be secured properly to the backer.

Identify How/When Recall Condition was Corrected in Production : This was corrected in production on 10/25/2019

## 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 16, 2019 - DEC 16, 2019

Planned Owner Notification Date : DEC 16, 2019 - DEC 16, 2019

\* NR - Not Reported