

Part 573 Safety Recall Report

20V-029

Manufacturer Name : Forest River, Inc.**Submission Date :** JAN 20, 2020**NHTSA Recall No. :** 20V-029**Manufacturer Recall No. :** 51-1123**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 : 4,105

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2019 Forest River Inc. Rockport Work Truck

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : NR

Descriptive Information : Due to personnel change, it was discovered that the manufacturing standards were inconsistently followed when installing the roof.

**See Attached document with models and quantities. Not enough characters available

Production Dates : JUL 01, 2018 - JAN 08, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The roof and front cap were inconsistently fastened together which may cause the roof to detach from the cap allowing the roof to break and detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The roof may detach from the cap allowing the roof to break and detach from the vehicle which may lead to a crash, property damage or personal injury.

Description of the Cause : The manufacturing standards were inconsistently followed when installing the roof.

Identification of Any Warning that can Occur : An operator will hear the roof hitting the top of the vehicle as the roof starts to fail from being inadequately attached.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

On June 11th, 2019 a consumer complaint was received regarding the roof breaking. Forest Rivers manufacturing plant Rockport began to monitor this concern. There have been six complaints ranging June 11, 2019 to January 7, 2020.

On 1/7/2020 The manufacturing plant determined there were inconsistencies within the installation of the roof to the front cap. The plant and OCC began gathering information regarding vehicles affected.

On 1/17/2020 Forest Rivers Corporate Recall Committee voted to recall

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to the consumer to secure the roof.

What is the Forest River Customer Service Phone Number? 574-522-7599

How Remedy Component Differs from Recalled Component : The roofs will now be secured properly according to manufacturing standards

Identify How/When Recall Condition was Corrected in Production : This was corrected in production the week of 1/6/2020

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 09, 2020 - MAR 09, 2020

Planned Owner Notification Date : MAR 09, 2020 - MAR 09, 2020

* NR - Not Reported