

Part 573 Safety Recall Report

20V-075

Manufacturer Name : Forest River, Inc.

Submission Date : MAR 04, 2020

NHTSA Recall No. : 20V-075

Manufacturer Recall No. : 51-1133



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 : 4,490

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Forest River Inc. Surveyor, NO BO, Cherokee, R. POD, Clipper, Viking, Independence, Puma and East to West

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : On February 4, 2020, Corporate Quality Control issued an internal Product Notice to all Forest River manufacturing plants advising the plants to inspect their inventory of spare tire carrier U-bolts and directed manufacturing to change the U-bolts with new replacement U-bolts if any were found in inventory. On February 4, 2020, OCC began a thorough review of all warranty claims and customer complaints pertaining to spare tire U-bolts from January 1, 2019 through February 4, 2020.

On February 7, 2020, OCC finished the in depth review of warranty claims and customer complaints. OCC found a total of 16 failures of the spare tire carrier U-bolts. These failures began on October 31, 2019 and the last was received on January 23, 2020.

Please see attached model listing – Misc. document

On 2/19/20 OCC found an error was discovered in the data used to for the scope. OCC identified vehicles outside of the scope erroneously included in the original scope.

The scope and manufacturing dates remain the same, the vehicles affected lowers in count.

On 2/26/2020 During a routine PDI it was found that the affected U bolts were on a newly built unit. On 2/27-2/28/2020 the plant began investigating, it was found that the Vendor had not picked up the recalled U-Bolts from the manufacturing plant which increased the population to 4490.

Production Dates : OCT 15, 2019 - FEB 04, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The spare tire carrier U-bolts may fail, this will allow the spare tire carrier and attached spare tire to detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the spare tire carrier and spare tire detach from the vehicle, this will increase the risk of a crash, property damage and personal injury.

Description of the Cause : A tool mark on the inside bend radius of the U-bolt created a failure point in which the material was drawn over a flat edge.

Identification of Any Warning that can Occur : An operator may notice the U-bolt holding the spare tire carrier to the bumper may be broken.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : National Sales

Address : 25895 Miner Rd
Elkhart INDIANA 46514

Country : United States

Chronology :

On 12-18-19, Forest Rivers' Surveyor Plant notified the Corporate Quality Control and Office of Corporate Compliance of incidents where the National Sales Spare Tire Carriers' U-Bolt had broken during installation. The same day, OCC reached out to the supplier asking for information. At this time, OCC and the mfg. plants were unaware of any U-Bolt failures that were out of Forest Rivers control, however, We did initiate monitoring On 12-30-19 and 1-6-20, OCC continued to ask the supplier for information concerning the U-Bolts and if the supplier was able to tie the in-plant failures to a specific "lot". Without any failures in the field and isolated to the mfg. plant, OCC continued monitoring. On 1-15-20 the supplier responded to OCC indicating that

they have not seen any warranty claims over the course of 2019. The supplier indicated they were conducting audits of the spare tire installation at other Forest River mfg. facilities. On 1-20-20 OCC asked the supplier for a listing of all Forest River mfg. plants they sold the spare tire carrier and U-bolts too. On 1-23-20, OCC was made aware by Forest Rivers' East to West mfg. plant of a single spare tire carrier U-bolt failure on a vehicle in transport to a dealership. On 1-29-20, OCC was made aware of another single failure on a vehicle in transport to a dealership. On 2-4-20, OCC was made aware by Forest Rivers' East to West mfg. plant of a single failure on a vehicle in transport to a dealership. Corporate Quality Control issued an internal Product Notice to all Forest River mfg. plants advising the plants to inspect their inventory of spare tire carrier U-bolts and directed mfg. to change the U-bolts with new replacement U-bolts if any were found in inventory. OCC began a review of all warranty claims and customer complaints pertaining to spare tire U-bolts. On 2-7-20, OCC completed the review, a total of 16 failures were found. On 2-7-20, Forest Rivers' Corporate Recall Committee voted to recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide the new replacement U-bolts and remedy instructions. All parts and labor free of charge to consumers and dealerships. A Forest River Dealer will need to perform the repair.

What is the Forest River Customer Service Phone Number?

Cherokee:

Surveyor, NO BO, R. POD: (574) 642-3112

Independence, Viking, Clipper: (269) 467-4600

Puma (574) 642-0606

East + West (574) 264-6664

How Remedy Component Differs from Recalled Component : The recalled spare tire carrier U-bolts have a significant flat spot in the inside bend radius from rough tooling that created a weak spot allowing the material to be stretched and bent across a flat plane.

The remedy U-bolts are the same part number, however, have a smooth inside bend radius from new tooling which allows the material to be properly formed.

Identify How/When Recall Condition was Corrected in Production : On February 4, 2020, Corporate Quality Control issued an internal Product Notice to all Forest River manufacturing plants advising the plants to inspect their inventory of spare tire carrier U-bolts and directed manufacturing to change the U-bolts with new replacement U-bolts if any were found in inventory.

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 13, 2020 - MAR 13, 2020

Planned Owner Notification Date : MAR 13, 2020 - MAR 13, 2020

* NR - Not Reported