

Part 573 Safety Recall Report

20V-297

Manufacturer Name : Forest River, Inc.

Submission Date : MAY 22, 2020

NHTSA Recall No. : 20V-297

Manufacturer Recall No. : 37-1170



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 88

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 : 2020-2021 Forest River Inc. Surveyor SVT296OBLE Travel Trailer

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The incorrect rated safety chains were assigned by the manufacturing plant from inception of this newly designed model.
SVT296QBLE - 88

Production Dates : SEP 19, 2019 - MAY 19, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The safety chains do not meet the Gross Vehicle Weight Rating and could potentially break

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the recreational vehicle trailer becomes detached from the tow-vehicle, the safety chains would not meet the Gross Vehicle Weight Rating and break. This condition could lead to complete detachment or cause property damage, personal injury or a crash.

Description of the Cause : During a redesign of the vehicle; the incorrect safety chains were assigned to the vehicle by Surveyor.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 5/21/2020 during a routine Corporate Quality Control inspection, the incorrect safety chains were found. The Manufacturing plant was able to determine the scope of vehicles by using production records starting when this model was redesigned.

On 5/22/2020, Forest River's 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 replace the incorrectly rated safety chains with the correctly rated safety chains. A Forest River authorized dealer or service center will need to perform this recall.

What is the Forest River Customer Service Phone Number? (574)
642-3112

How Remedy Component Differs from Recalled Component : The replacement safety chains will be of the correct rating for the Gross Vehicle Weight

Identify How/When Recall Condition was Corrected in Production : This was corrected on 5/21/2020.

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 : JUL 01, 2020 - JUL 01, 2020

Planned Owner Notification Date : JUL 01, 2020 - JUL 01, 2020

* NR - Not Reported