

Part 573 Safety Recall Report

20V-386

Manufacturer Name : Forest River, Inc.**Submission Date :** JUL 14, 2020**NHTSA Recall No. :** 20V-386**Manufacturer Recall No. :** 51-1189**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 47

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 : 2021-2021 Forest River Inc. NOBO 10.5 and 10.6 travel trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Dometic Corporation sent their notice of recall 20E040 to us on 6/25/2020 with a list showing which Manufacturing plants received the defective product. Office of Corporate Compliance (OCC) was able to identify the scope of vehicles affected with this information

US

NBT10.5 - 16

NBT10.6 - 31

Production Dates : MAY 07, 2020 -JUN 10, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : As per Dometic's recall 20E040. The detailed description of the defect, determined to be safety related, is associated with the control system of the CFX3 series. The defect enunciation can occur in a mobile environment, such as a recreational vehicle or commercial vehicle, only when the CFX3 series unit is connected to both onboard 120VAC and 12VDC circuits/sockets. When the 12VDC supply is switched off and there are additional 12VDC devices in line with the cooler, a protection device can fail and allow the AC/DC power supply to back feed 28V through the cooler to some or all the other DC appliances (such as AC, water pump, lights, furnace, etc.) that are connected to the 12VDC system. DC appliances on the same DC circuit may therefore fail from a voltage overload.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the CFX3 series defect is enunciated the backfeed overloads and may cause the overheating of the DC circuit. Although no fire has been reported or observed and is extremely unlikely, the voltage overload may cause electrical damage and local charring damage to such appliances and immediately surrounding materials.

Description of the Cause : Potential use cases, although rare, which can lead to this failure can happen when the CFX3 Cooler is connect to BOTH AC AND DC power and: 1. While connected to AC power, something causes the master fuse on the DC circuit to trip, removing DC power from the DC circuit; 2. While connected to AC power, user chooses to turn off the vehicle's 12VDC power system; or 3. The vehicle's 12VDC power system turned off, the user turns on the vehicle's generator or inverter

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 :

6/25/2020 Mike Boyer with Dometic emailed a copy of Dometic's recall notice 20E040 along with a spreadsheet showing where the defective product was delivered, affecting plants 19, 37, 40, 47, 77 & 80.

6/26/2020 OCC opened a file and began an investigation. Communication with purchasing managers and plant managers making them aware of the equipment recall and to request that they verify what products this cooler is used in. 6/26/2020 Plant 19 will not be using this Dometic cooler in any of their product. Plant 40 received 12 coolers but has not used them yet. They will put aside and communicate with Dometic to obtain 12

replacement coolers. Plant 77 uses them as standard equipment in their 10.5 & 10.6 models. Eric Edington provided received dates so we can pull the scope. 6/30/2020 Plants 37, 47, 80 & P&S have only received the CFX6 series so are not affected by the recall, therefore, only plant affected is 77 for the NoBo models 10.5 & 10.6.

On 7/2/2020 Forest River filed a pass through recall.

7/14/2020 Received information from plant that they did not install all the received Dometic CFX3 Series refrigerators and still had some on the production floor therefore eliminating VINs from the previous scope of units. The scope is now 47 US, 1 CAN.

Description of Remedy :

Description of Remedy Program : NR

What is the Forest River Customer Service Phone Number? (574)
642-3119 Option 2

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : 6/26/2020 Dometic does not have a fix at this time.

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 : AUG 11, 2020 - AUG 11, 2020

Planned Owner Notification Date : AUG 11, 2020 - AUG 11, 2020

* NR - Not Reported