

Part 573 Safety Recall Report

21V-876

Manufacturer Name : Forest River, Inc.

Submission Date : NOV 12, 2021

NHTSA Recall No. : 21V-876

Manufacturer Recall No. : 700-1438



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 : 325

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Forest River Inc. Continental and Cargo Mate Cargo Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : As per Pacific Rim International LLC/Pacific Trailer Products Inc. Product Bulletin, the first crate of couplers were received on 9/8/2021. Total 3 crates received with suspect coupler have been received, with 220 couplers in each crate. We have one crate in stock and on 11/5/2021 all checked good. This coupler only affects cargo trailers that have 2 axles. By using production records, the plant was able to determine the scope See attached spreadsheet for Models and Quantity.

Production Dates : SEP 09, 2021 - NOV 03, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The coupler was not properly welded by vendor; this could lead to vehicle separation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the coupler fails and the travel trailer separates from the tow vehicle, this could lead to a crash, injury and/or property damage.

Description of the Cause : The coupler assembly only spot welded by manufacture, welds were not completed in the manufacturing process

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : A Frame Coupler assembly

Component Description : 14K Ram A-Frame Coupler

Component Part Number : CA-5400-B

Supplier Identification :

Component Manufacturer

Name : Pacific Rim International LLC/Pacific Tr

Address : 19120 SE 34th St

Vancouver Washington 98683

Country : United States

Chronology :

On November 5, 2021, Forest Rivers Manufacturing Plant was alerted of a Product Bulletin from Pacific Rim International LLC/Pacific Trailer Products Inc. regarding incorrectly welded couplers that were first received on 9/8/2021.

On November 5, 2021, Forest Rivers Manufacturing plant inspected the crate of couplers and all checked good. The scope was provided to Forest Rivers Office of Corporate Compliance (OCC).

On November 12, 2021 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 Consumers and Dealers. An authorized Forest River dealer or service center will need to perform the remedy. The coupler will be inspected and replaced if found to be incorrectly welded.

What is the Forest River Customer Service Phone Number? (254)
420-0171

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Cargo Texas (700)
Attn: Warranty Manager
8300 Imperial Dr.
Waco, TX 76712

How Remedy Component Differs from Recalled Component : The 14K Ram A-Frame Coupler, CA-5400-B will now be properly welded when installed.
A Frame Coupler assembly
14K Ram A-Frame Coupler
CA-5400-B

Identify How/When Recall Condition was Corrected in Production : On November 5, 2021, the Manufacturing plant inspected the crate of couplers and all checked good.

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 22, 2021 - DEC 22, 2021

Planned Owner Notification Date : DEC 22, 2021 - DEC 22, 2021

* NR - Not Reported