

# Part 573 Safety Recall Report

# 22V-813

**Manufacturer Name :** Forest River, Inc.**Submission Date :** MAR 27, 2023**NHTSA Recall No. :** 22V-813**Manufacturer Recall No. :** 110-1561**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 2,018

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 Coachmen Shasta Phoenix Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Forest River's Office of Corporate Compliance ("OCC") began reviewing warranty data on September 27, 2022 for the manufacturing plant as part of VOQ's received. On October 3, 2022, OCC met with plant leadership to discuss the warranty data and have the plant begin dissecting the data. On October 24, 2022, the warranty data review was completed. The data demonstrated a trend by certain vehicles upwards beginning in Quarter 1 of 2019, therefore Forest River decided to begin the scope date at January 1, 2019. Forest River decided to end the scope on August 31, 2021, in which OCC discovered that manufacturing began installing secondary straps to the water tanks.

2020	SHASTA PHOENIX	SPF25MK	11
2020	SHASTA PHOENIX	SPF367BH	22
2020	SHASTA PHOENIX	SPF381RE	17
2020	SHASTA PHOENIX	SPF392BL	23
2021	SHASTA PHOENIX	SPF274BH	28
2021	SHASTA PHOENIX	SPF367BH	70

Total 171

Production Dates : SEP 14, 2018 - JUL 30, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Coachmen Brookstone Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Forest River's Office of Corporate Compliance ("OCC") began reviewing warranty data on September 27, 2022 for the manufacturing plant as part of VOQ's received. On October 3, 2022, OCC met with plant leadership to discuss the warranty data and have the plant begin dissecting the data. On October 24, 2022, the warranty data review was completed. The data demonstrated a trend by certain vehicles upwards beginning in Quarter 1 of 2019, therefore Forest River decided to begin the scope date at January 1, 2019. Forest River decided to end the scope on August 31, 2021, in which OCC discovered that manufacturing began installing secondary straps to the water tanks.

2020	BROOKSTONE BKF398MBL	82
2021	BROOKSTONE BKF290RL	71
2021	BROOKSTONE BKF398MBL	212
Total		365

Production Dates : SEP 14, 2018 - JUL 30, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2022 Coachmen Chaparral and Chaparral Lite Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Forest River's Office of Corporate Compliance ("OCC") began reviewing warranty data on September 27, 2022 for the manufacturing plant as part of VOQ's received. On October 3, 2022, OCC met with plant leadership to discuss the warranty data and have the plant begin dissecting the data. On October 24, 2022, the warranty data review was completed. The data demonstrated a trend by certain vehicles upwards beginning in Quarter 1 of 2019, therefore Forest River decided to begin the scope date at January 1, 2019. Forest River decided to end the scope on August 31, 2021, in which OCC discovered that manufacturing began installing secondary straps to the water tanks.

2019	CHAPARRAL LITE	CLF30BHS	95
2020	CHAPARRAL	CHF367BH	95
2020	CHAPARRAL	CHF373MBRB	116
2020	CHAPARRAL LITE	CLF284RL	29
2020	CHAPARRAL LITE	CLF30BHS	165
2021	CHAPARRAL	CHF360IBL	211
2021	CHAPARRAL	CHF367BH	260
2021	CHAPARRAL	CHF373MBRB	82
2021	CHAPARRAL LITE	CLF284RL	95
2021	CHAPARRAL LITE	CLF30RLS	79
2022	CHAPARRAL	CHF373MBRB	255
Total			1,482

Production Dates : SEP 14, 2018 - JUL 30, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** On certain vehicle's, the floating cross-member may not fully engage and support the holding tank(s)

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A tank dislodged while under towing conditions may increase the risk of a crash.

**Description of the Cause :** On certain vehicles, the floating cross-member may not fully engage and support the holding tank.

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : Floating Cross-Member

Component Description : Floating Cross-Member

Component Part Number : N/A

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

Forest River's Office of Corporate Compliance ("OCC") began reviewing warranty data on September 27, 2022 for the manufacturing plant as part of VOQ's received.

On October 3, 2022, OCC met with plant leadership to discuss the warranty data and have the plant begin dissecting the data.

On October 7, 2022, OCC met with plant Leadership to discuss the warranty data and any new potential trends identified. It was agreed to by OCC and Plant Leadership that further dissection of the data was required by plant leadership.

On October 24, 2022, the warranty data review was completed. The data demonstrated a trend by certain vehicles upwards beginning in Quarter 1 of 2019, therefore Forest River decided to begin the scope date at January 1, 2019. Forest River decided to end the scope on August 31, 2021, in which OCC discovered that manufacturing began installing secondary straps to the water tanks.

Forest Rivers Corporate Recall Committee voted to recall on October 28, 2022.

A-1 On March 27, 2023, OCC filed and amendment to include warranty claims that were received as per NHTSA's request on the acknowledgment letter. 59 warranty claims received between 11/8/2019 – 8/19/2022.

**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 inspect the tanks for the proper location of the existing floating cross-member that supports tank(s). If the cross-member is not adequately supporting the tank(s), it will be relocated to support the tank(s).

What is the Forest River Customer Service Phone Number? (574)  
825-7101

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:

Coachmen Fifth Wheels  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
PO Box 30  
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Floating cross-member  
Part Number N/A  
The cross member(s) will now be installed correctly to support the tank(s)

Identify How/When Recall Condition was Corrected in Production : According to manufacturing records, in August of 2021, manufacturing began installing two straps around the chassis cross-members and the holding tank(s) to keep the tank(s) retained inside the chassis

**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 10, 2022 - DEC 10, 2022

Planned Owner Notification Date : DEC 10, 2022 - DEC 10, 2022

\* NR - Not Reported