

Part 573 Safety Recall Report

23V-133

Manufacturer Name : Forest River, Inc.

Submission Date : APR 14, 2023

NHTSA Recall No. : 23V-133

Manufacturer Recall No. : 310-1603



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 : 19

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Forest River Inc. Coachmen Sportscoach Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : According to the Recall Notice - 23E008 - received from Lippert Components: "Lippert series 3500 and 920 entry doors. Received from September 1, 2022, through January 30, 2023." On February 10, 2023, Lippert Components requested a meeting with Forest River's Office of Corporate Compliance ("OCC"). On February 13, 2023, OCC and Lippert met. Lippert supplied OCC with the shipping history and which manufacturing plants received the subject entry doors. The manufacturing plant provided OCC with the make and model(s) that used the subject entry doors. Forest River was able to identify vehicles in the scope of the recall using purchasing records.

2023	SPORTSCOACHS1A354QS	7
2023	SPORTSCOACHS1A402TS-360	6
2023	SPORTSCOACHS1A403QS-360	5
2013	CROSS COUNTRY	CCA405FK 1

Grand Total 19

Production Dates : OCT 14, 2022 - JAN 31, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2013-2013 Forest River Inc. Coachmen Cross Country Class A Motorhome
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : NR

Descriptive Information : According to the Recall Notice - 23E008 - received from Lippert Components:
"Lippert series 3500 and 920 entry doors. Received from September 1, 2022, through January 30, 2023." On February 10, 2023, Lippert Components requested a meeting with Forest River's Office of Corporate Compliance ("OCC"). On February 13, 2023, OCC and Lippert met. Lippert supplied OCC with the shipping history and which manufacturing plants received the subject entry doors. The manufacturing plant provided OCC with the make and model(s) that used the subject entry doors. Forest River was able to identify vehicles in the scope of the recall using purchasing records.

2013	CROSS COUNTRY	CCA405FK	1
2023	SPORTSCOACHS1A354QS		7
2023	SPORTSCOACHS1A402TS-360		6
2023	SPORTSCOACHS1A403QS-360		5
Grand Total			19

Production Dates : JUL 25, 2012 - JUL 25, 2012

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : According to the Recall Notice - 23E008 - received from Lippert Components:
"The defect is an attachment point within the entry door latch supplied to Lippert for installation into specific series of RV Entry Doors. A specific attachment point was inadvertently weakened when the vendor implemented an improvement to create a more secure attachment groove for the retaining ring in the handle design of the latch."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to the Recall Notice - 23E008 - received from Lippert Components:
"A defective entry door latch would not allow entry or exit via the door."

Description of the Cause : According to the Recall Notice - 23E008 - received from Lippert Components:
Supplier changed the handle design, attempting to make a more secure attachment groove for the retaining ring, but inadvertently created a weakened attachment point.

Identification of Any Warning that can Occur : According to the Recall Notice - 23E008 - received from Lippert Components:
No warnings will occur.

Involved Components :

Component Name 1 : Global LK702

Component Description : Entry door latch

Component Part Number : 2021023988

Supplier Identification :

Component Manufacturer

Name : Lippert Components Inc

Address : PO BOX 2888

Elkhart Indiana 46515

Country : United States

Chronology :

On February 10, 2023, Lippert Components requested a meeting with Forest River's Office of Corporate Compliance ("OCC").

On February 13, 2023, OCC and Lippert met. Lippert supplied OCC with the shipping history and which manufacturing plants received the subject entry doors. The manufacturing plant provided OCC with the make and model(s) that used the subject entry doors.

On February 28, 2023, Forest Rivers Office of Corporate Compliance received notice of recall 23E008 via email from Lippert Components. On the same day Forest River was able to identify vehicles in the scope of the recall using purchasing records.

On March 3, 2023, OCC will notify Forest Rivers Corporate recall committee of this Equipment Pass Through Recall

A-1 On March 2, 2023, Lippert Components communicated to OCC that Lippert Components found an additional door that was sold to Forest River. Using the Purchase Order Number provided by Lippert Components, Forest River was able to locate the door that was used to replace a door in a MY 2013 Cross Country Class A Motorhome vehicle that was at the factory for service."

A-2 – Added Cross Country Product to 573

A-3 On April 14, 2023, Lippert sent updated remedy instructions due to availability of parts. Forest River will continue to use the original remedy as Lippert did confirm they have enough part availability for the 20 vehicles we recalled.

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. As per Lipperts' remedy instructions, the latch will be inspected and replaced as necessary.

What is the Forest River Customer Service Phone Number? (574) 825-8212

What is the Lippert Customer Service Phone Number? (432) 547-7378

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 Class A
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : According to the Recall Notice - 23E008 - The remedy component has been verified by the vendor to operate properly.

Affected Component Name : Global LK702
Component Description : Entry door latch
Component Part Number : 2021023988

Supplier Information
Lippert Components - (574) 312-6040
PO BOX 2888
Elkhart, Indiana 46515

Replacement Component Name and Description: Entry Door Latch - Redesigned
Component Part Number: 2021097898

Identify How/When Recall Condition was Corrected in Production : According to the Recall Notice - 23E008 - The recall condition was corrected in production on 01.24.2023 when Lippert teams quarantined all product and began replacing suspect product with new product supplied by vendor which addressed and corrected the concern. According to the Recall Notice - 23E008 - received from Lippert Components: "The remedy component has been verified by the vendor to operate properly."

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 :	APR 10, 2023 - APR 10, 2023
Planned Owner Notification Date :	APR 10, 2023 - APR 10, 2023

* NR - Not Reported