

Part 573 Safety Recall Report

23V-648

Manufacturer Name : Forest River, Inc.**Submission Date :** OCT 11, 2023**NHTSA Recall No. :** 23V-648**Manufacturer Recall No. :** 500-1678**Manufacturer Information :****Population :****Manufacturer Name :** Forest River, Inc.**Number of potentially involved :** 46**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 :** 2024-2024 Forest River Inc. East to West Tandara Fifth Wheels**Vehicle Type :** TRAILERS**Body Style :** OTHER**Power Train :** NR**Descriptive Information :** The scope was determined due to manufacturing records reflecting MY 2024 product revisions.

2024	TANDARA	TDF320RL	1
2024	TANDARA	TDF321RLOK	2
2024	TANDARA	TDF340RD	10
2024	TANDARA	TDF375BHOK	1
2024	TANDARA	TDF386MBOK	9

Grand Total : 23**Production Dates :** JUN 30, 2023 - SEP 14, 2023**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2024-2024 Forest River Inc. East to West Blackthorn Fifth Wheels
Vehicle Type : TRAILERS
Body Style : OTHER
Power Train : NR

Descriptive Information : The scope was determined due to manufacturing records reflecting MY 2024 product revisions.

2024	BLACKTHORN BTF3100RL	7
2024	BLACKTHORN BTF3101RLOK	3
2024	BLACKTHORN BTF3300RD	6
2024	BLACKTHORN BTF3700BHOK1	
2024	BLACKTHORN BTF3800MB	5
2024	BLACKTHORN BTF3801MBOK	1
Grand Total		23

Production Dates : JUN 30, 2023 -SEP 14, 2023

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : The rear ladders' fasteners are not anchored into any backer material inside the rear wall.

FMVSS 1 : NR
FMVSS 2 : NR

Description of the Safety Risk : If the ladder detaches, it could cause property damage and personal injury.
Description of the Cause : An engineering error led to the missing of the backers in the rear wall.
Identification of Any Warning that can Occur : A user may notice the fasteners beginning to detach from the wall of the vehicle.

Involved Components :

Component Name 1 : Rear Ladder
Component Description : Rear Ladder
Component Part Number : F100235200

Component Name 2 : Rear Ladder
Component Description : Rear Ladder
Component Part Number : F100235201

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 19, 2023, Forest River's Office of Corporate Compliance ("OCC") received notice from the manufacturing plant that they had installed rear wall mounted ladders on certain vehicles without backers in the rear wall.

On September 20, 2023, OCC opened a research item. Working with the manufacturing plant, OCC was able to identify the vehicles. All vehicles are located at Dealers, none are retail sold. Therefore, there will not be an owner notification for this recall.

On September 22, 2023, Forest River's Corporate Recall Committee voted to recall.

A-1 - On October 11, 2023, during our recall notification process to Dealers, it was found that 2 units were retail sold. Therefore, we will be sending owner notification letters.

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 existing ladder will be removed, and different ladder will be installed that mounts to the roof. Because the ladder that is being installed is mounted to the roof, there will be sufficient backing to ensure the ladder is secured properly.

What is the Forest River Customer Service Phone Number? (574)
264-6664

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:

East to West
Forest River, Inc.
Attn: WARRANTY MANAGER
3000 County Road 6 West
Elkhart, IN 46514

How Remedy Component Differs from Recalled Component : Affected Components
Rear Ladder: F100235200
Rear Ladder: F100235201

Replacement Components
Roof Hoop – PN TBD
Ladder Mount – PN TBD

The ladder that will be installed is now mounted to the roof where there are existing backers to ensure the ladder is secure in mounting.

Identify How/When Recall Condition was Corrected in Production : The week of September 21, 2023, the manufacturing plant began installing a roof hoop and rear ladder mount, both of which mount to a backer built into the currently installed wall.

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 : NOV 01, 2023 - NOV 01, 2023

Planned Owner Notification Date : NOV 01, 2023 - NOV 01, 2023

* NR - Not Reported