

Part 573 Safety Recall Report

23V-659

Manufacturer Name : Forest River, Inc.**Submission Date :** SEP 29, 2023**NHTSA Recall No. :** 23V-659**Manufacturer Recall No. :** 51-1682**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 370

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 : 2021-2024 Forest River Inc. Coachmen Prism Class C Motorhomes

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Since inception of both models, both models received a FED Tag that was erroneously printed with an inaccurate count of seat belts.

2021 PRISM PRC24FS 101

2022 PRISM PRC24FS 87

2023 PRISM PRC24FS 140

2024 PRISM PRC24FS 23

Grand Total 351

Production Dates : MAY 26, 2020 - SEP 13, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2024 Forest River Inc. Coachmen Concord Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Since inception of both models, both models received a FED Tag that was erroneously printed with an inaccurate count of seat belts.

2023 CONCORD CNC321DSF 18

2024 CONCORD CNC321DSF 1

Grand Total 19

Production Dates : DEC 30, 2022 - SEP 13, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The Federal Placard may indicate a lower count of seat belts than what is installed into the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An incorrect Cargo Carrying Capacity may lead to an operator overloading the vehicle, which may lead to a crash. Potentially causing personal injury and/or property damage.

Description of the Cause : An engineering clerical error.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Federal Placard

Component Description : Federal Placard

Component Part Number : N/A

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 21, 2023, Forest River's Office of Corporate Compliance ("OCC") was made aware of that during a routine Corporate Pre-Delivery Inspection ("PDI"), the Federal Placard on the vehicles did not match seat belt positions.

On September 22, 2023, OCC opened a research item and met with the manufacturing plant.

On September 25, 2023, OCC began reviewing manufacturing records. OCC identified that the FED Tags to be inaccurate.

On September 27, 2023, OCC was able to determine the scope of vehicles affected.

On September 29, 2023 Forest River's Office of Corporate Compliance 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. A new accurate Federal Placard will be sent to Dealer and Consumers. Consumers may install the Federal Placard as per the instructions on the recall letter; or contact an Authorized Forest River Dealer and or Service Center to have the Federal Placard replaced.

What is the Forest River Customer Service Phone Number? Coachmen Concord & Prism (574) 825-8602

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 Prism & Concord
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Affected Component - Federal Placard

The Federal Placard will now read the correct amount of belted positions.

Identify How/When Recall Condition was Corrected in Production : The week of September 25, 2023, the FED Tags were corrected to read the correct amount of belted positions.

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 08, 2023 - NOV 08, 2023

Planned Owner Notification Date : NOV 08, 2023 - NOV 08, 2023

* NR - Not Reported