

Part 573 Safety Recall Report**23V-706****Manufacturer Name :** Forest River, Inc.**Submission Date :** OCT 20, 2023**NHTSA Recall No. :** 23V-706**Manufacturer Recall No. :** 210-1693**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 : 18

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Forest River Inc. Coachmen Concord Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope includes all vehicles since this AutoFlex air ride suspension system began use.

2023 CONCORD CNC321DSF 17

2024 CONCORD CNC321DSF 1

Grand Total 18

Production Dates : DEC 30, 2022 - SEP 22, 2023

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Installation of current air ride suspension has resulted in an incorrect pinion to driveline angle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The result of a failed pinion and driveline may be rear wheel lockup, which may result in a crash.

Description of the Cause : Unknown

Identification of Any Warning that can Occur : Emitting a loud noise from the rear of the vehicle which may alert the operator that can Occur : there is a problem.

Involved Components :

Component Name 1 : Rear Upper Control Arms

Component Description : Upper Control Arm

Component Part Number : AF-0131-CC15

Supplier Identification :

Component Manufacturer

Name : Autoflex Suspensions

Address : 1070 Gorham St.

Thunder Bay Foreign States P7B 5X5

Country : Canada

Chronology :

The manufacturing plant received a customer complaint on August 28, 2023, of a noisy rear-end of vehicle. On September 15, 2023, October 5, 2023, and October 15, 2023, additional customer complaints were received by the manufacturing plant.

The manufacturing plant notified Forest River's Office of Corporate Compliance on October 10, 2023, and advised of a meeting with the supplier that would be held on October 16, 2023, and asked OCC to attend.

On October 20, 2023, Forest Rivers Corporate Recall Committee voted to recall. A Stop Sale Notice is being issued immediately following the recall filing.

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 will need to perform the remedy. The remedy will be to install a shorter control arm to achieve the appropriate driveline to pinion.

What is the Forest River Customer Service Phone Number? (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 Class C
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Autoflex Suspensions - (807) 623-0590
1070 Gorham St.
Thunder Bay, ON P7B 5X5 - Canada

Affected Component: Rear Upper Control Arms
Upper Control Arm
Part Number: AF-0131-CC15

Replacement Component: Upper Control Arm
Part Number: AF-0131-CC14-3/8

All vehicles will now have the correct length of the rear upper control arm to achieve the appropriate driveline to pinion angles.

Identify How/When Recall Condition was Corrected in Production : All vehicles were remedied the week of October 16, 2023, by reducing the length of the rear upper control arm lengths to achieve the appropriate driveline to pinion angles.

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 29, 2023 - NOV 29, 2023

Planned Owner Notification Date : NOV 29, 2023 - NOV 29, 2023

* NR - Not Reported