

Part 573 Safety Recall Report

23V-850

Manufacturer Name : Forest River, Inc.**Submission Date :** DEC 15, 2023**NHTSA Recall No. :** 23V-850**Manufacturer Recall No. :** 210-1714**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 : 2023-2024 Forest River Inc. Coachmen Concord CNC321DSF 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 18

2024 CONCORD CNC321DSF 1

Grand Total 19

Production Dates : DEC 30, 2022 - OCT 31, 2023

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The air suspension air line and wiring is installed too close to the vehicle exhaust on the inside of the driver side frame rail.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the air line fails, the vehicle may experience a sudden loss of rear suspension. This may lead to loss of vehicle control, which may lead to a crash.

Description of the Cause : Manufacturing error.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Air Line

Component Description : Air Line

Component Part Number : N/A

Component Name 2 : 12V Wiring

Component Description : 12V Wiring

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On December 12, 2023, the manufacturing plant received a warranty claim from a dealer that indicated the air suspension airline and wiring is installed too close to the exhaust on the inside of the driver side frame rail.

On December 14, 2023, the manufacturing plant contacted Forest River's Office of Corporate Compliance ("OCC").

On December 15, 2023, OCC opened a research item into the concern.

On December 15, 2023, Forest River's Corporate Recall Committee voted to recall. A Stop Sale Notice will be issued immediately following the filing of this recall.

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 remedy will include air lines and 12V wiring be re-routed away from the vehicle exhaust.

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 : Affected Component - Air Line and 12V Wiring
PN - N/A

The air lines and 12V will no be routed away from the vehicle exhaust.

Identify How/When Recall Condition was Corrected in Production : The air lines and 12V began being re-routed away from the vehicle exhaust the week of December 15, 2023.

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 : JAN 24, 2024 - JAN 24, 2024

Planned Owner Notification Date : JAN 24, 2024 - JAN 24, 2024

* NR - Not Reported