



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 1, 2024

Mr. Mike Becker
Director of Corporate Compliance
Forest River, Inc.
2324 Century Drive
Goshen, IN 46528

NEF-107KL
24V-489

Subject: Ladder May Detach While In Use

Dear Mr. Becker:

This letter serves to acknowledge Forest River, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

COACHMEN/CROSS TRAIL/2024-2025

Mfr's Report Date: June 28, 2024

NHTSA Campaign Number: 24V-489

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER
STRUCTURE:BODY:STEP/LADDER

Potential Number of Units Affected: 34

Problem Description:

Forest River, Inc. (Forest River) is recalling certain 2024-2025 Cross Trail motorhomes. The ladder receiver may have been incorrectly installed without the backer, which can cause the ladder to detach.

Consequence:

A ladder that detaches while in use increases the risk of injury.

Remedy:

Dealers will inspect and relocate the ladder as necessary, free of charge. Owner notification letters are expected to be mailed July 14, 2024. Owners may contact Forest River customer service at 574-825-8409 or 574-825-8487. Forest River's number for this recall is 215-1800.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Forest River, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement