

# Part 573 Safety Recall Report

## 24V-116

**Manufacturer Name :** Forest River, Inc.**Submission Date :** FEB 28, 2024**NHTSA Recall No. :** 24V-116**Manufacturer Recall No. :** 49-1737**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 408

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 : 2021-2023 Forest River Inc. Sanibel SNF3902WB Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

**Descriptive Information :** The scope was determined by using manufacturing records of when manufacturing began building the models until the change to standardized upper decks that which require larger rated pin boxes, or the cease of production of SNF3550.

2021 SANIBEL SNF3902WB 127

2022 SANIBEL SNF3902WB 257

2023 SANIBEL SNF3902WB 24

Grand Total 408

Production Dates : DEC 16, 2020 - OCT 26, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

**Description of the Defect :** The pin box (hitch) may be under rated for the Gross Vehicle Weight Rating (GVWR) of the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A pin-box that is not rated for the correct Gross Vehicle Weight Rating may fail, which may lead to a crash.

**Description of the Cause :** Engineering Error.

**Identification of Any Warning that can Occur :** An operator may notice the under-rated pin box begin to deform.

### Involved Components :

Component Name 1 : 15,500 - Pin Box (Hitch)

Component Description : 15,500 - Pin Box (Hitch)

Component Part Number : N/A

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

On February 5, 2024, the manufacturing plant was contacted by a customer that noticed the pin box was rated for less than the printed GVWR on the Federal Placard.

On February 6, 2024, the manufacturing plant requested photos of the pin box and its rating from the customer. Photos were shared with the manufacturing plant which indicated the pin box was under rated. The same day, Forest River's Office of Corporate Compliance was notified of the concern.

On February 8, 2024, OCC communicated with the chassis supplier to help review if this model was built with the same pin box, or if the pin box was mistakenly installed (OEM or aftermarket).

On February 12, 2024, OCC confirmed that the model was specified manufactured with the incorrect pin box.

On February 14, 2024, after review of all other models by the manufacturing plant, another model was discovered.

On February 16, 2024, Forest Rivers 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. A properly rated pin box will be installed on the vehicle.  What is the Forest River Customer Service Phone Number? (574) 862-1025  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:  Prime Time Forest River, Inc. Attn: WARRANTY MANAGER 200 SR 19 North (Building 2) Wakarusa, IN 46573
How Remedy Component Differs from Recalled Component :	Affected Component - 15,500 - Pin Box (Hitch) Replacement Component - 18,000 - Pin Box (Hitch)  The replacement hitch will now be rated for the GVWR of the vehicle.
Identify How/When Recall Condition was Corrected in Production :	In late June of 2022, the chassis manufacturer and the manufacturing plant consolidated the upper deck of the SNF3902WB fifth wheel to a more efficient and standardized design, which in turn increased the pin box GVWR rating. The SNF3550 ceased production in MY 2017.

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 :	MAR 27, 2024 - MAR 27, 2024
Planned Owner Notification Date :	MAR 27, 2024 - MAR 27, 2024

\* NR - Not Reported