

Part 573 Safety Recall Report

24V-272

Manufacturer Name : Forest River, Inc.**Submission Date :** MAY 06, 2024**NHTSA Recall No. :** 24V-272**Manufacturer Recall No. :** 51-1760**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 4,480

Address : 55470 CR 1

Estimated percentage with defect : 81 %

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Vehicle Information :

Vehicle 1 : 2021-2022 Forest River Inc. Cardinal Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : DEC 04, 2020 - OCT 29, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2022 Forest River Inc. Wildcat Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUN 17, 2021 - NOV 02, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2018-2019 Forest River Inc. Cedar Creek Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : MAY 16, 2017 - JUN 14, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2021-2021 Forest River Inc. Columbus Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUN 01, 2020 - JUN 01, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2023-2023 Forest River Inc. Continental Cargo Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JAN 13, 2023 - JAN 31, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2021-2024 Forest River Inc. Dynamax DX3 Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUL 30, 2021 - MAR 21, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2021-2024 Forest River Inc. Dynamax Dynaquest XL Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUN 04, 2021 - APR 03, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2022-2024 Forest River Inc. Dynamax Europa Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : AUG 27, 2021 - MAR 29, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2021-2023 Forest River Inc. Dynamax Force Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUL 22, 2021 - OCT 06, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 10 : 2021-2024 Forest River Inc. Dynamax Isata Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : JUN 08, 2021 - MAR 29, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 11 : 2021-2024 Forest River Inc. IBEX Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : MAY 19, 2021 - JAN 31, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 12 : 2022-2024 Forest River Inc. NOBO Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : SEP 23, 2021 - JAN 31, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 13 : 2022-2023 Forest River Inc. Sandstorm Fifth Wheels and Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : OCT 06, 2021 - MAY 01, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 14 : 2022-2023 Forest River Inc. Shockwave Fifth Wheels and Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : OCT 22, 2021 - JUL 17, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 15 : 2022-2023 Forest River Inc. Stealth Fifth Wheels and Travel Trailers
Vehicle Type : TRAILERS
Body Style : OTHER
Power Train : NR

Descriptive Information : The scope was determined by manufacturing records provided by the supplier, and in some cases, Forest River Parts Department replacements shipped to vehicles. 2018-2019 Cedar Creek and 2021 Columbus are Service Units. See the attached spreadsheet for the Model and Quantity

Production Dates : OCT 15, 2021 - MAY 15, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : According to Suburban Recall 24E028: "The LED backlight printed circuit boards (PCB) are not fully coated. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in the failure of the PCB."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to Suburban Recall 24E028: "If the PCB fails, it can become overheated and the polyethylene cover of the lights can melt and possibly ignite causing a fire."

Description of the Cause : According to Suburban Recall 24E028: "The PCBs did not have the correct amount of coating to properly seal the circuit board from contamination."

Identification of Any Warning that can Occur : According to Suburban Recall 24E028: "The LED backlights of the cooktop knobs can remain on even when they are in the off position. The LED backlights can come on and stay illuminated at random."

Involved Components :

Component Name 1 : Slide in Range Models that contain LED Backlighting

Component Description : Slide in Range Models that contain LED Backlighting Knobs

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : Suburban Manufacturing
Address : 676 Broadway St.
Dayton Tennessee 37321
Country : United States

Chronology :

On April 4, 2024, Forest Rivers Office of Corporate Compliance ("OCC") received notice from Suburban of recall 24E028. OCC opened a research item the same day to begin identifying if in fact those affected had been installed into vehicles.

On April 9, 2024, and April 10, 2024, OCC found the components within certain vehicles. OCC also discovered that suspect ranges/cooktops have been installed as replacement components into earlier model year vehicles, that are prior to the scope dates stated by Suburban in their recall 24E028. Due to the scope Forest River is using as compared to the number of sold range/cooktops Suburban indicated sold to Forest River, our scope is larger, thus Forest River believes the affected population is 67%.

On April 12, 2024, Forest Rivers Corporate Recall Committee voted to recall.

On April 29, 2024, Forest River and Suburban had a meeting to discuss the scope and the remedy for the campaign. It was further discovered that, according to Suburban, only "Red LED Backlit Knobs" are affected. This information contradicted information stated by Suburban to Forest River's OCC on April 10, 2024, during initial research. As such, Forest River is revising its "Remedy Cover Letter". If the stove/cooktop has Red LED Backlit Knobs, then the remedy must be performed. If the stove/cooktop has Blue or White LED backlit Knobs, the remedy does not need to be performed, according to Suburban. During the week of May 1, 2024, OCC attempted to identify vehicles currently in the recall scope that have Blue or White LED Backlit Knobs but was unable to do so. Therefore, please find the revised remedy. No change to the campaign scope.

Description of Remedy :

Description of Remedy Program : Suburban and Forest River will be working together to provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer or Suburban Service Center will need to perform the remedy. The circuit for the LED lights will be eliminated.

What is the Suburban and Forest River Customer Service Phone Numbers?

SUBURBAN (574) 247-9235 OPTION 5
CARDINAL & WILDCAT (574) 296-7700
CEDAR CREEK (260) 593-4000
COLUMBUS (574) 821-1487
CONTINENTAL CARGO (254) 420-0171
DYNAMAX (574) 264-6664
IBEX & NOBO (574) 642-1612
SANDSTORM & SHOCKWAVE (909) 873-3777

If you have already paid for a repair within the scope of this defect under recall, you still need to have this recall inspected 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:

Suburban
676 Broadway
Dayton, Tennessee 37321

How Remedy Component Differs from Recalled Component : Suburban Manufacturing - (866) 645-0658
676 Broadway
Dayton, Tennessee 37321

Slide in Range Models that contain LED Backlighted Knobs
The remedied range will have the LED backlights removed or the circuit for the Red LED lights terminated.

Identify How/When Recall Condition was Corrected in Production : According to Suburban Recall 24E028: "The lights were removed from production starting March 6, 2024." (This would be Suburban's production date of remedy).

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 : MAY 27, 2024 - MAY 27, 2024

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

* NR - Not Reported