

Part 573 Safety Recall Report

24V-339

Manufacturer Name : Forest River, Inc.**Submission Date :** MAY 15, 2024**NHTSA Recall No. :** 24V-339**Manufacturer Recall No. :** 121-1777**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 : 2,204

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2023 Forest River Inc. Independence Trail Travel Trailer

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information :	2020	INDEPENDENCE TRAIL TRAILER	NTT262BH	24
	2020	INDEPENDENCE TRAIL TRAILER	NTT262DBS	21
	2021	INDEPENDENCE TRAIL TRAILER	NTT262BH	35
	2021	INDEPENDENCE TRAIL TRAILER	NTT262DBS	30
	2022	INDEPENDENCE TRAIL TRAILER	NTT262DBS	10
	2023	INDEPENDENCE TRAIL TRAILER	NTT262DBS	4
		Grand Total		124

Production Dates : OCT 15, 2019 - FEB 22, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2020-2024 Forest River Inc. Viking Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined after reviewing warranty data and noticed an increase in failures starting in model year 2020. At the model year change for 2020 tank securement methods were changed coinciding with the warranty data showing higher failure rates. Then on March 5, 2024, the manufacturing plant improved the tank securement method to avoid future complaints.

2020	VIKING TOWABLE	VWT262BHS	71	
2020	VIKING TOWABLE	VWT26SBHSAGA		124
2021	VIKING TOWABLE	VWT182DBU	172	
2021	VIKING TOWABLE	VWT262BHS	226	
2021	VIKING TOWABLE	VWT26SBHSAGA		91
2021	VIKING TOWABLE	VWT272RLS	40	
2022	VIKING TOWABLE	VWT162RBU	110	
2022	VIKING TOWABLE	VWT182DBU	291	
2022	VIKING TOWABLE	VWT262BHS	164	
2022	VIKING TOWABLE	VWT272RLS	39	
2023	VIKING TOWABLE	VWT182DBU	13	
2023	VIKING TOWABLE	VWT262BHS	46	
2023	VIKING TOWABLE	VWT272RLS	12	
2024	VIKING TOWABLE	VWT182DBU	5	
2024	VIKING TOWABLE	VWT262BHS	8	
2024	VIKING TOWABLE	VWT272RLS	5	
Grand Total			1417	

Production Dates : OCT 15, 2019 - FEB 22, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2024 Forest River Inc. Clipper Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined after reviewing warranty data and noticed an increase in failures starting in model year 2020. At the model year change for 2020 tank securement methods were changed coinciding with the warranty data showing higher failure rates. Then on March 5, 2024, the manufacturing plant improved the tank securement method to avoid future complaints.

2021	CLIPPER TOWABLE	CWT182DBU	130
2021	CLIPPER TOWABLE	CWT272RLS	19
2022	CLIPPER TOWABLE	CWT162RBU	123
2022	CLIPPER TOWABLE	CWT182DBU	338
2022	CLIPPER TOWABLE	CWT272RLS	16
2023	CLIPPER TOWABLE	CWT182DBU	16
2023	CLIPPER TOWABLE	CWT272RLS	11
2024	CLIPPER TOWABLE	CWT182DBU	6
2024	CLIPPER TOWABLE	CWT272RLS	4
Grand Total			663

Production Dates : OCT 15, 2019 - FEB 22, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The fresh water tank may dislodge from the vehicle and fall to the ground when full or overfilled.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A tank dislodged while under towing conditions may increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Fresh Water Tank

Component Description : Fresh Water Tank

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On October 2, 2023, Forest River's Office of Corporate Compliance ("OCC") retrieved a Vehicle Owner Questionnaire ("VOQ") #11546188 as part of the weekly VOQ review. According to the VOQ 11546188, it was claimed that the fresh water tank detached and fell from the vehicle. OCC asked the manufacturing plants' warranty & customer service to reach out to the customer.

On October 4, 2023, the manufacturing plant notified OCC that the customer was going to visit a dealer for repair.

On December 19, 2023, NHTSA reached out to OCC concerning this particular VOQ with some questions and followed up with OCC again on January 3, 2024, and January 18, 2024.

On January 18, 2024, OCC responded to NHTSA's inquiry that, according to record, there had been only one other single tank detachment on the model in question.

On January 30, 2024, NHTSA responded with further questions regarding loose bolts leading to tank detachment of the Viking and Clipper.

On February 22, 2024, OCC responded to NHTSA's inquiry with the data requested.

On April 11, 2024, NHTSA responded with further questions in to the concern and OCC began further research.

On May 8, 2024, OCC met with manufacturing leadership and discuss the concern.

On May 9, 2024, NHTSA and OCC had a conference call to discuss the status of the data review.

On May 10, 2024, Forest Rivers Corporate Recall Committee voted to 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 to add securement to the tank area.

What is the Forest River Customer Service Phone Number? (269)
467-8283

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:

Viking RV White Pigeon
500 W. Chicago Rd.
White Pigeon, MI 49099

How Remedy Component Differs from Recalled Component : Affected Component – Fresh Water Tank
Replacement Component - Nylon weave strapping in four places

The fresh water tank will now have nylon weave strapping added in four places to secure the tank.

Identify How/When Recall Condition was Corrected in Production : On March 5, 2024, the manufacturing plant improved the tank securement method to avoid future complaints.

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 : JUN 24, 2024 - JUN 24, 2024

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

* NR - Not Reported