

Part 573 Safety Recall Report

24V-489

Manufacturer Name : Forest River, Inc.**Submission Date :** JUN 28, 2024**NHTSA Recall No. :** 24V-489**Manufacturer Recall No. :** 215-1802**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 : 34

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2025 Forest River Inc. Cross Trail Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by manufacturing records of when the plant began installing the ladder receiver.

2024 CROSS TRAIL C2C20BHTA 6

2024 CROSS TRAIL C2C20CBTA 2

2024 CROSS TRAIL C2C24FLM 5

2024 CROSS TRAIL C2C24FLMA 1

2024 CROSS TRAIL C2C26XGF45 4

2025 CROSS TRAIL C2C20BHTA 1

2025 CROSS TRAIL C2C20XGTA 10

2025 CROSS TRAIL C2C24FLMA 2

2025 CROSS TRAIL C2C26XGF45 3

Grand Total 34

Production Dates : AUG 31, 2023 - JUN 17, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The Lippert Ladder Receiver mounted to the rear wall may have been inconsistently installed, missing the intended backer.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the ladder receiver detaches from the vehicle, an operator on the ladder may fall, which could lead to personal injury.

Description of the Cause : Manufacturing error.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Ladder Receiver

Component Description : Ladder Receiver

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On May 20, 2024, the manufacturing plant received a customer complaint of the ladder block in which detached from the vehicle. The manufacturing plant began a review of the ladder block placement on all sub-models of the Cross Trail Class C Motorhome.

On June 16, 2024, the manufacturing plant notified Forest River's Office of Corporate Compliance ("OCC") of the concern.

On June 21, 2024, the manufacturing plant and OCC met to review the research the plant conducted from May 21, 2024, through June 16, 2024.

On June 28, 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. The remedy will include inspecting the Lippert Ladder Receiver for correct placement to ensure it is installed to the backer as per the prints. If the placement is incorrect, instructions will be provided to move the ladder receiver to the proper location and bodywork will be performed to cover the original holes.

What is the Forest River Customer Service Phone Number? (574)
825-8409 or (574) 825-8487

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:

Cross Trail
Forest River, Inc.
Attn: WARRANTY MANAGER
423 N Main St
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Affected component – Ladder Receiver

The ladder receiver will now be located in the proper location, secured to a backer.

Identify How/When Recall Condition was Corrected in Production : During the week of June 21, 2024, the manufacturing plant remedied the concern by relocating those ladder blocks in the appropriate locations on any vehicles in manufacturing and in the holding yard, as needed.

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 : AUG 07, 2024 - AUG 07, 2024

Planned Owner Notification Date : AUG 07, 2024 - AUG 07, 2024

* NR - Not Reported