

Part 573 Safety Recall Report

24V-563

Manufacturer Name : Forest River, Inc.

Submission Date : JUL 29, 2024

NHTSA Recall No. : 24V-563

Manufacturer Recall No. : 89-1819



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 : 63

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Forest River Inc. Cherokee CKT20-OG Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by production records of when the affected model was produced last by manufacturing.

2025 CHEROKEE CKT20OG-89 63

Production Dates : JUN 26, 2024 - JUL 23, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The incorrect length of screw used to prep the installation of the microwave was used by manufacturing. This screw was the incorrect length and penetrated the internal microwave compartment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The presents of the screws in the microwave cabinet may lead to arcing, which may lead to a fire. This may result in a fire and injury.

Description of the Cause : Manufacturing error.

Identification of Any Warning that can Occur : The microwave will produce sparks, smoke, fire, or fail.

Involved Components :

Component Name 1 : Microwave

Component Description : Microwave

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On July 22, 2024, Forest Rivers manufacturing plant received a dealer complaint of the concern.

On July 23, 2024, Forest River's Office of Corporate Compliance ("OCC") opened a research item into the concern.

On July 26, 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 will need to perform the remedy to inspect the microwave for screws penetrating the internal microwave compartment, if screws are found a new microwave will be installed.

What is the Forest River Customer Service Phone Number? (260) 499-2100

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:

Cherokee
Forest River, Inc.
Attn: WARRANTY MANAGER
1500 North Detroit St.
LaGrange, IN 46761

How Remedy Component Differs from Recalled Component : Affected Component – Microwave
Replacement Component – Microwave

The Microwave will now be installed without screws penetrating internally into the microwave compartment.

Identify How/When Recall Condition was Corrected in Production : The week of July 23, 2024, the manufacturing plant started checking vehicles in the yard. Any vehicle with the concern had the microwave replaced.

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 : SEP 04, 2024 - SEP 04, 2024

Planned Owner Notification Date : SEP 04, 2024 - SEP 04, 2024

* NR - Not Reported