

# Part 573 Safety Recall Report

# 24V-721

**Manufacturer Name :** Forest River, Inc.**Submission Date :** SEP 27, 2024**NHTSA Recall No. :** 24V-721**Manufacturer Recall No. :** 121-1844**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 331

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 : 2024-2025 Forest River Inc. Viking Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined to begin at the inception of the models.

2024

VIKING

VWT12000ROK

62

2024

VIKING

VWT9000ROK

28

2025

VIKING

VWT12000ROK

25

2025

VIKING

VWT9000ROK

1

Production Dates : NOV 09, 2023 - SEP 05, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2025 Forest River Inc. Clipper Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined to begin at the inception of the models.

2024

CLIPPER

CWT12000ROK

102

2024

CLIPPER

CWT9000ROK

51

2025

CLIPPER

CWT11000ROK

4

2025

CLIPPER

CWT12000ROK

48

2025

CLIPPER

CWT13000ROK

4

2025

CLIPPER

CWT9000ROK

6

Production Dates : NOV 09, 2023 - SEP 05, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

### Description of Defect :

Description of the Defect : The roof rack's hardware may not have been properly tightened and torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The roof rack may detach from the roof of the vehicle, which could lead to a crash.

Description of the Cause : Manufacturing Error.

Identification of Any Warning that can Occur : A operator may notice the roof rack loose when using.

## Involved Components :

Component Name 1 : Fasteners - Installation issue

Component Description : Fasteners

Component Part Number : N/A

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On September 19, 2024, Forest River's Office of Corporate Compliance ("OCC") and the manufacturing plant reviewed the installation of the optional roof rack, due to a complaint received by a transport driver.

On September 20, 2024, OCC opened a research item with the manufacturing plant to determine if any vehicles left Forest River's control. During this time, it was discovered vehicles had been manufactured with the optional roof rack into commerce.

On September 27, 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 inspect the vehicle for a roof rack and if one is installed, the screws will be tightened and torqued to the requirements of the manufacturers' installation instructions.

What is the Forest River Customer Service Phone Number? (269)  
467-6604

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  
Attn: Warranty Manager  
500 W. Chicago Rd.  
White Pigeon, MI 49099

How Remedy Component Differs from Recalled Component : Component Affected – Fasteners – Installation Issue  
PN – N/A  
There is not a remedy component. The screws will now be tightened and torqued properly.

Identify How/When Recall Condition was Corrected in Production : The week of September 27, 2024, the manufacturing plant inspected the yard and addressed any loose roof racks.

## 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 : NOV 06, 2024 - NOV 06, 2024

Planned Owner Notification Date : NOV 06, 2024 - NOV 06, 2024

\* NR - Not Reported