

Part 573 Safety Recall Report

25V-069

Manufacturer Name : Forest River, Inc.

Submission Date : FEB 07, 2025

NHTSA Recall No. : 25V-069

Manufacturer Recall No. : 65-1894



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 : 156

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2025 Forest River Inc. Rockport Work Trucks
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : NR

Descriptive Information : The scope was determined by employment records of when the installer started in with the division, to current date.

2024	ROCKPORT	RP5A18102108DH	2
2024	ROCKPORT	RP5A2210296DH	1
2024	ROCKPORT	RP5A24102108DH	2
2024	ROCKPORT	RPAA1066N	3
2024	ROCKPORT	RPAA128078	4
2024	ROCKPORT	RPAA1470	21
2024	ROCKPORT	RPAA148084	3
2024	ROCKPORT	RPAA149078	1
2024	ROCKPORT	RPAA1570	3
2024	ROCKPORT	RPAA158078	4
2024	ROCKPORT	RPAA159078	1
2024	ROCKPORT	RPAA1670	28
2024	ROCKPORT	RPAA1676	1
2024	ROCKPORT	RPAA1676DH	4
2024	ROCKPORT	RPAA1770	3
2024	ROCKPORT	RPAA179696	1
2024	ROCKPORT	RPAA1876DH	2
2024	ROCKPORT	RPAF149084	34
2025	ROCKPORT	RPAA128078	2
2025	ROCKPORT	RPAA148078	1
2025	ROCKPORT	RPAA1570	1
2025	ROCKPORT	RPAA159078	1
2025	ROCKPORT	RPAA1670	14
2025	ROCKPORT	RPAA1676	2
2025	ROCKPORT	RPAA169078	2
2025	ROCKPORT	RPAA1770	1
2025	ROCKPORT	RPAA1776-DH	1
2025	ROCKPORT	RPAA179696	2
2025	ROCKPORT	RPAF12FX	5
2025	ROCKPORT	RPAF149084	6
Grand Total			156

Production Dates : SEP 16, 2024 - FEB 24, 2025

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The optional E-Track Cargo Tie Down System may have the incorrect fastener installed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the E-Track Cargo Tie Down System is not installed with the appropriate fasteners, the fasteners may fail when a operator is using to secure cargo. If this happens, the E-Track may dislodge and cause personal injury or death.

Description of the Cause : Manufacturing Error.

Identification of Any Warning that can Occur : The E-Track Cargo Tie Down System may begin to come loose from the vehicle.

Involved Components :

Component Name 1 : #8 X 1/2" Steel #2 Screw

Component Description : #8 X 1/2" Steel #2 Screw

Component Part Number : N/A

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On February 4, 2025, Forest River's Office of Corporate Compliance was notified by the division that they had found that they have been installing the E-Track Cargo Tie Down System inconstantly with the incorrect fasteners, since the employee was hired. The manufacturing plant received a single complaint from a Dealer. The same day, the employee was further trained in the appropriate was to install the E-Track system. OCC opened a research item. Forest river is not aware of any warranty claims, field reports, property damage or injuries.

On February 7, 2025, Forest Rivers Corporate 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 install the proper fasteners.

What is the Forest River Customer Service Phone Number? (574) 522-7599

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:

Rockport
914 County Road 1
Elkhart, IN 46516

How Remedy Component Differs from Recalled Component :

Affected Component - #8 X 1/2" Steel #2 Screw
Replacement Component - 3/16" x .251"-.375" Pop Rivet Steel

The correct fasteners will now be used to install the E-Track Cargo Tie Down System as per the installation instructions.

Identify How/When Recall Condition was Corrected in Production :

The week of February 4, 2025, all vehicles in Forest River's possession had been locked in the shipping yard and remedied.

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 : MAR 19, 2025 - MAR 19, 2025

Planned Owner Notification Date : MAR 19, 2025 - MAR 19, 2025

* NR - Not Reported