

Part 573 Safety Recall Report

17V-611

Manufacturer Name : Forest River, Inc.

Submission Date : OCT 02, 2017

NHTSA Recall No. : 17V-611

Manufacturer Recall No. : 220-0529



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 : 594

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2014 Forest River, Inc. COACHMEN - FREEDOM EXPRESS - FET21TQX, FET22DSX, FET230BH, FET233RBS, FET242RBS, FET246RKS & FET269BHS

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The frame supplier, Lippert Components, Inc., indicated that based on manufacturing records it did not install the chassis stiffener from February 1, 2013 through July 31, 2013. Forest River, Inc. is expanding the scope thirty days prior to and after those dates in order to ensure all affected vehicles are captured. Vehicles outside this population include the frame stiffener.

Production Dates : JAN 01, 2013 - AUG 31, 2013

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The frames do not have reinforcement stiffeners welded onto the exterior of the I-Beam to mitigate flex in the axle area.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Without the reinforcement stiffeners, under certain conditions excessive side load may be applied to the axle area. In some cases the axle hangers or the lower flange of the I-Beam may twist or break. This may lead to misaligned axles and/or overloading of the suspension which could affect vehicle handling and increase the risk of a crash.

Description of the Cause : The frames were built by the supplier without the vertical stiffener welded to the web, bottom and top flange of the I-Beam.

Identification of Any Warning that can Occur : An operator may notice cracked or torn steel on the bottom of the frame in the axle area.

Supplier Identification :

Component Manufacturer

Name : Lippert Components, Inc.
Address : 1902 West Sample Street
South Bend INDIANA 46619
Country : United States

Chronology :

Forest River's Office of Corporate Compliance ("OCC") received a single report of an axle hanger failure in June, 2017 from its manufacturing plant involving a MY2013 vehicle.

OCC was notified of three additional failures in July, 2017, also involving MY 2013 vehicles a review of company data for a five year period indicated that Forest River had only received the same 4 claims to date. The claims were spread widely across VIN numbers, and had different reported component failures including damage to the outrigger, axle hanger and cracked frames

In early September, 2017 the manufacturing plant received 2 additional complaints. Forest River also requested its supplier, Lippert Components, Inc. (LCI), to review its records and warranty data. LCI provided Forest River a copy of its warranty findings and also indicated that it had had not been installing the reinforcement stiffener since the start of production in February 2013. LCI indicated it began installing the stiffener on the frame beginning on July 31, 2013, which corresponds to a design change.

On September 29, 2017, Forest River's Corporate Committee decided to conduct a recall to address this issue.

Description of Remedy :

Description of Remedy Program : Lippert Components, Inc. will provide the required part(s) and labor for any vehicle in the scope of this recall, free of charge to any dealership or owner.

What is the Lippert Components, Inc. Customer Service Phone Number?
(574) 537-8900

What is the Forest River Customer Service Phone Number? (574)
825-8205

How Remedy Component Differs from Recalled Component : Any vehicle within the scope of the recall will be inspected for the reinforcement stiffener. Any vehicle found to be without the reinforcement stiffener will be remedied. The remedy will be to install the reinforcement stiffeners, fix any axle hangers and outrigger that may be compromised.

Identify How/When Recall Condition was Corrected in Production : According to Lippert Components, Inc., the reinforcement stiffeners were added to the subject frames starting with their shipment of frames to Coachmen Freedom Express on July 31, 2013.

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 28, 2017 - NOV 28, 2017

Planned Owner Notification Date : NOV 28, 2017 - NOV 28, 2017

* NR - Not Reported



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Follow proper safety practices. If in doubt, consult a professional RV technician.