

Part 573 Safety Recall Report

19V-481

Manufacturer Name : Forest River, Inc.

Submission Date : JUN 21, 2019

NHTSA Recall No. : 19V-481

Manufacturer Recall No. : 68-0991



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 688

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 : 2019-2020 Forest River Inc. Georgetown and FR# Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : A trend in LCI warranty caused LCI and Forest River to investigate into the Slim-rack controller Part Number 404183. Forest River and LCI have experienced is a defined scope between 05.14.18 through 04.15.19, roughly 1,462 Slim-rack controllers.

FR3	F3A30DSF	231
FR3	F3A32DSF	112
FR3	F3A32DSFEM	50
FR3	F3A33DSF	178
GEORGETOWNGTA30X3F		80
GEORGETOWNGTA33B3F		37

Production Dates : MAY 10, 2018 - JUN 18, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The Slim-rack slideout mechanisms may activate unintentionally moving the slide room in or out.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a Slim-rack slideout mechanism began extending or retracting unintended it may increase the risk of personal injury or property damage while in motion.

Description of the Cause : Lippert Components Inc. has tested failed components from the field; all testing

to determine a root-cause is inconclusive.

Identification of Any Warning None
that can Occur :

Supplier Identification :**Component Manufacturer**

Name : Lippert Components Inc
Address : 3501 CR 6
Elkhart INDIANA 46514
Country : United States

Chronology :

On April 5, 2019, Forest Rivers Office of Corporate Compliance (“OCC”) received an incident report from the Georgetown/FR3 manufacturing plants’ warranty department indicating they identified four vehicles in which the slideroom began extending or retracting without an operators command. On April 10, 2019, OCC, the manufacturing plant and Lippert Components (LCI) opened an investigation into the concern and began reviewing Forest Rivers warranty claims and customer complaints. On April 22, 2019 Forest River and LCI replaced the control module of the slideroom under warranty of the original four vehicles which claimed to have the concern, the slideroom did not activate again without user input. The control module was returned to the partner supplier for testing to identify any failure. On April 24, 2019, LCI’s engineering team began reviewing the failed slide controllers to try and identify a failure mode. Forest River stayed in touch with the partner supplier throughout this process. On May 8, 2019, Forest River became aware of an additional nine vehicles with the same like potential failure of the slide controller without operator input. Forest River inquired to LCI as to its findings, which remained inconclusive but still trying to identify if there was a failure. On May 13, 2019 and May 15, 2019 OCC reached out to LCI for updates concerning the slide controller and any findings. At that time the concern was still inconclusive. On May 28, 2019 OCC began working with LCI to review their internal data for warranty claims and customer complaints. On June 12, 2019 OCC received a date range of slide controllers sold to the manufacturing plant. The date range was derived from data suggesting a trend in warranty claims on the slideroom controller from LCI. On June 19, 2019 OCC was able to identify the vehicle(s) that potentially are part of the concern and asked the manufacturing plant to confirm this data. On June 21, 2019 Forest Rivers CRC Team voted to recall

Description of Remedy :

Description of Remedy Program : Forest River will provide a new controller and switch for the slideout mechanism and labor free of charge to the consumer. A Forest River Dealership/Service Center must perform the repair

What is the Forest River Customer Service Phone Number? (574)
206-7600

How Remedy Component Differs from Recalled Component : The replacement is a Slim-rack slide room controller Part # 404183 and slide room switch Part # 363984.
The new controller a stronger pull-down on the switch input, which means a stronger signal (more current) is needed to active the slide.

Identify How/When Recall Condition was Corrected in Production : The revised slideout controller, part number 404183 started to be used in production of the manufacturing plant the week of May 1, 2019.

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 : JUL 31, 2019 - JUL 31, 2019

Planned Owner Notification Date : JUL 31, 2019 - JUL 31, 2019

* NR - Not Reported



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