

# Part 573 Safety Recall Report

# 19V-727

**Manufacturer Name :** Forest River, Inc.**Submission Date :** OCT 11, 2019**NHTSA Recall No. :** 19V-727**Manufacturer Recall No. :** 53-1100**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 44

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 : 2020-2020 Forest River Inc. Shasta Oasis SST30QB, SST31OK

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

**Descriptive Information :** On October 7, 2019, it was found that an error occurred during a revision to the chassis axle hangers, which was mistakenly overlooked by engineering personnel. The same day, Forest Rivers Office of Corporate Compliance ("OCC") was notified of the issue and was provided with a population scope that was determined by using the production schedule from the date of the chassis revision to current production of the affected vehicles.

SST30QB – 5

SST31OK – 39

Production Dates : JUN 10, 2019 -SEP 19, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

**Description of the Defect :** An incorrect length center axle hanger was installed and could allow the axle contact the chassis during jounce.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** This condition may increase the chance of loss of vehicle control and increase the risk of a crash.

**Description of the Cause :** During a revision to the chassis, the axle hanger had been changed to the incorrect length.

**Identification of Any Warning that can Occur :** NONE

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On October 2, 2019, during a routine Corporate Quality Audit of the Forest Rivers Manufacturing plan, it was discovered that the axle hangers' length might potentially be too short. The same day an investigation was launched.

On October 7, 2019, it was found that an error occurred during a revision to the chassis axle hangers, which was mistakenly overlooked by engineering personnel. The same day, Forest Rivers Office of Corporate Compliance ("OCC") was notified of the issue and was provided with a population scope that was determined by using the production schedule from the date of the chassis revision to current production of the affected vehicles.

On October 11, 2019, Forest Rivers Corporate Recall Committee voted to recall

**Description of Remedy :**

Description of Remedy Program : Forest River will provide remedy instructions to replace the equalizers. Forest River will provide all parts and labor needed free of charge to the consumer. An authorized Forest River Dealer will need to perform the remedy.

What is the Forest River Customer Service Phone Number? (574)  
528-8717

How Remedy Component Differs from Recalled Component : The replacement equalizer is two inches taller and is part number EQ-310; whereas the recalled equalizer is two inches shorter and is part number 13-104-02.

Identify How/When Recall Condition was Corrected in Production : This condition was corrected in production the week of October 7, 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 : NOV 25, 2019 - NOV 25, 2019

Planned Owner Notification Date : NOV 25, 2019 - NOV 25, 2019

\* NR - Not Reported