

Part 573 Safety Recall Report

19V-902

Manufacturer Name : Forest River, Inc.

Submission Date : DEC 18, 2019

NHTSA Recall No. : 19V-902

Manufacturer Recall No. : 55-1030



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 941

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 : 2018-2020 Forest River Inc. Dynamax Isata

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 Lippert Components have experienced is a defined scope between 1/1/2018 through 04/15/2019.

Dynamax Isata	ISC24CBM	2018	10
Dynamax Isata	ISC24CBM	2019	34
Dynamax Isata	ISC24CBM	2020	6
Dynamax Isata	ISC24FWM	2018	81
Dynamax Isata	ISC24FWM	2019	331
Dynamax Isata	ISC24FWM	2020	130
Dynamax Isata	ISC24RWM	2018	7
Dynamax Isata	ISC24RWM	2019	54
Dynamax Isata	ISC24RWM	2020	24
Dynamax Isata	ISC25FWF	2018	26
Dynamax Isata	ISC25FWF	2019	13
Dynamax Isata	ISC25FWF	2020	8
Dynamax Isata	ISC30FWD	2018	3
Dynamax Isata	ISC30FWD	2019	29
Dynamax Isata	ISC30FWD	2020	10
Dynamax Isata	ISC30FWD4X4	2018	13
Dynamax Isata	ISC30FWD4X4	2019	50
Dynamax Isata	ISC30FWD4X4	2020	6
Dynamax Isata	ISC31DSF	2018	6
Dynamax Isata	ISC31DSF	2019	16
Dynamax Isata	ISC31DSF	2020	8
Dynamax Isata	ISC35DBD	2018	4
Dynamax Isata	ISC35DBD	2019	5
Dynamax Isata	ISC35DBD	2020	2
Dynamax Isata	ISC36DSD	2018	7

Dynamax Isata	ISC36DSD	2019	18
Dynamax Isata	ISC36DSD	2020	6
Dynamax Isata	ISC36DSD4X4	2018	8
Dynamax Isata	ISC36DSD4X4	2019	23
Dynamax Isata	ISC36DSD4X4	2020	3
Grand Total			941

Production Dates : JAN 01, 2018 - JUL 01, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The Slim-rack slide out 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 slide out 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 that can Occur : None

Supplier Identification :

Component Manufacturer

Name : Lippert Components

Address : 3501 CR 6

Elkhart INDIANA 46514

Country : United States

Chronology :

On 12/3/2019 Forest River's Office of Corporate Compliance (OCC) received an email from Lippert Components Inc. explaining that they found a spike in warranty regarding the slide out controller part # 404183, being used at Forest Rivers' Dynamax Manufacturing facility, similar to the spike found at another Forest River Plant earlier this year which resulted in a recall. Upon initial investigation back in July of 2019 Forest River was told this part was not being used by any other Forest River manufacturing plant. On 12/4/2019 Forest River and Lippert Components worked together investigating data regarding complaints,

and claims.

On 12/9/2019 Forest River and Lippert Components finalized their investigation and found that there was a spike in warranty and claims during the time period of 1/1/2018 thru 4/15/2019. Since the original date of trend was from 5/15/2018 – 4/15/2019 Forest River did review data regarding Recall # 19V481 involving the same controller and did not find a spike prior to 5/15/2018.

On 12/13/2019 Forest Rivers Corporate Recall Committee voted to recall with a scope of vehicles manufactured between the dates of 1/1/2018 thru 4/15/2019.

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 : JAN 27, 2020 - JAN 27, 2020

Planned Owner Notification Date : JAN 27, 2020 - JAN 27, 2020

* NR - Not Reported