

Part 573 Safety Recall Report

20V-069

Manufacturer Name : Forest River, Inc.

Submission Date : FEB 10, 2020

NHTSA Recall No. : 20V-069

Manufacturer Recall No. : 49-1137



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 : 20

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Forest River Inc Crusader CF395BHL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : On 2/5/2020 a Dealer Claim was submitted indicating the rear ladder blocks the operation of the egress window on the rear wall not allowing a secondary means of escape from the vehicle. All manufacturing of this vehicle has this condition per manufacturing records and purchasing records.

Canada - CSF395BHL - 3

US - CSF395BHL - 20

Production Dates : SEP 11, 2019 - JAN 29, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The rear ladder blocks the operation of the egress window on the rear wall not allowing a secondary means of escape from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An operator may not be able to utilize the egress window as intended during an emergency, which may increase the risk of personal injury, or death.

Description of the Cause : A clerical error of the window designation during purchasing led to this condition.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

On February 6, 2020 Forest River's Crusaders Manufacturing Plant contacted Forest River's Office of Corporate Compliance (OCC) and indicated that a Warranty Claim was submitted claiming the rear ladder blocks the operation of the egress window on the rear wall not allowing a secondary means of escape from the vehicle. The same day, OCC opened an investigation in to the concern and reviewed production schedule records and purchasing records, OCC and the plant were able to determine the scope of vehicles.

On February 7, 2020, Forest River's Corporate Recall Committee voted to recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide the proper egress window, remedy instructions. All parts and labor free of charge to consumers. A Forest River Dealer will need to perform the repair.

What is the Forest River Customer Service Phone Number? (574)
862-1025

How Remedy Component Differs from Recalled Component : The New window will allow escape in need of emergency without the ladder blocking the escape portion of the window.

Identify How/When Recall Condition was Corrected in Production : This was corrected in production the week of February 2nd 2020

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 18, 2020 - MAR 18, 2020

Planned Owner Notification Date : MAR 18, 2020 - MAR 18, 2020

* NR - Not Reported