

Part 573 Safety Recall Report

20V-654

Manufacturer Name : Forest River, Inc.

Submission Date : OCT 26, 2020

NHTSA Recall No. : 20V-654

Manufacturer Recall No. : 17D-1201



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 : 9,261

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 Forest River Inc. Cherokee CKT16BF-D, CKT16BFH-D, CKT16GR-D, CKT16GRH-D, CKT17BB-D, CKT17BBH-D, CKT17MP-D, CKT17MPH-D, CKTR15RD-D, CKTR15SW-D, CKTR16BHS-D, CKTR16FQ-D, CKTR16PF-D, CKTR17JG-D, CKTR18RJB-D, CKTR18TO-D, CKT17TH-D, CKT17THH-D, CKT21GP-D, CKTR14CCBL-D,

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : In review of manufacturing records, it was determined; that the scope began when building these new models in the new plant for model year 2019 and the concern was found during a routine plant inspection.

2019 Cherokee CKT16BF-D 41

CKT16BFH-D 2

CKT16GR-D 49

CKT16GRH-D 6

CKT17BB-D 20

CKT17BBH-D 14

CKT17MP-D 85

CKT17MPH-D 59

CKTR15RD-D 1

CKTR15SW-D 111

CKTR16BHS-D 882

CKTR16FQ-D 620

CKTR16PF-D 190

CKTR17JG-D 15

CKTR18RJB-D 178

CKTR18TO-D 554

2019 Total 2827

2020 Cherokee CKT16BF-D 68

CKT16BFH-D 1

CKT16GR-D 86

CKT16GRH-D 7

CKT17BB-D 6

CKT17BBH-D 23

CKT17MP-D 67

CKT17MPH-D 60

CKT17TH-D 18

CKT17THH-D 11

CKT21GP-D 47

CKTR14CC-D 103

CKTR15RD-D 20

CKTR15SW-D 10

CKTR16BHSBL-D 52

CKTR16BHS-D 810

CKTR16FQBL-D 35

CKTR16FQ-D 687

CKTR16HE-D 7

CKTR16PFBL-D 9

CKTR16PF-D 269

CKTR16TS-D 7

CKTR17JGBL-D 33

CKTR17JG-D 390

Vehicle 2 : 2019-2021 Forest River Inc. Cherokee CKTR16HEBL-D, CKTR16TSBL-D, CKTR25GM-D, CKTR25SC-D

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : In review of manufacturing records, it was determined; that the scope began when building these new models in the new plant for model year 2019 and the concern was found during a routine plant inspection.

Production Dates : APR 17, 2018 - SEP 17, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The shore cord inlet wiring insulation may not have been stripped back far enough to allow good contact with the set screws.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the wire insulation is not stripped back far enough this may cause a poor connection with set screw which could result in a fire, property damage, death or injury.

Description of the Cause : Wire insulation was not being stripped back far enough to make proper contact with the set screw.

Identification of Any Warning that can Occur : Intermittent power to the travel trailer or no power to the travel trailer.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR
Country : NR

Chronology :

9/17/2020 – Routine plant inspection determined that there was not good contact being made at the shore power cord inlet, providing intermittent or no power to the unit(s). The manufacturing plant began a review of the installation of the shore power cord inlet and found that the wires to the shore power cord inlet were not connected properly. The plant reviewed finished units and found additional shore power cord inlets had not been wired properly.

10/1/2020 – The manufacturing plant notified Forest River's Office of Corporate Compliance ("OCC") of the concern and their initial findings. OCC immediately opened an investigation into this concern.

10/23/2020 – Forest River's Corporate Recall Committee voted to recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor at no charge to the consumer to remove the inlet, rewire or replace the inlet completely if necessary. A Forest River authorized dealer or service center will need to perform these repairs.

What is the Forest River Customer Service Phone Number? 260-499-2100

How Remedy Component Differs from Recalled Component : The wires to the shore power cord inlet will be properly stripped back $\frac{3}{4}$ " per the installation instructions to ensure good connection.

Identify How/When Recall Condition was Corrected in Production : After the routine plant inspection and further investigation by production, corrective action was put in place on 9/17/2020: 1) Production is stripping back enough wire insulation to make proper contact with the set screw; 2) Production purchased a torque stick for proper torquing of the set screws; and 3) installation instructions were provided to the production team as reference.

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 : DEC 02, 2020 - DEC 02, 2020

Planned Owner Notification Date : DEC 02, 2020 - DEC 02, 2020

* NR - Not Reported