

Part 573 Safety Recall Report

21V-128

Manufacturer Name : Forest River, Inc.

Submission Date : MAR 29, 2021

NHTSA Recall No. : 21V-128

Manufacturer Recall No. : 203-1300



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 : 261

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Forest River Inc. Catalina 184BHS and 184 BHS-W

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The plant had been installing the plate incorrectly onto the interior sidewall since the inception of the manufacturing plant to current day due to dealer complaint.

2021

184BHS – 229

184BHS-W – 32

Production Dates : NOV 04, 2020 - FEB 19, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Interior plates to clamp the slide-mechanism to the interior wall are not installed correctly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This condition may led to the slide-room partially detaching from vehicle sidewall during transit.

Description of the Cause : Interior plates to clamp the slide-mechanism to the interior wall are not installed correctly as per the manufactures instructions.

Identification of Any Warning that can Occur : None

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 :

On February 23, 2021 Forest River's Catalina manufacturing plant received a dealer complaint of the slideroom detaching from the sidewall of the vehicle. The same day, Catalina contacted Forest River's Office of Corporate Compliance ("OCC") and an investigation was opened. OCC visited the manufacturing plant the same day and discovered that the interior plate that is intended to clamp the slide-mechanism to the interior wall is not installed correctly. The plant had been installing the plate onto the interior sidewall only. This plate is intended to be fastened to the slide-mechanism and to the interior sidewall, clamping the slide-mechanism into place.

On February 26, 2021 the Corporate Committee voted to release as a Technical Service Bulletin with the caveat that if any affected vehicles experienced a slideroom detachment from the sidewall during transit, the Technical Service Bulletin would immediately be elevated to a recall.

On March 2, 2021, Forest River's Catalina manufacturing plant contacted OCC and indicated that they received several complaints of the slide-room detaching from the sidewall. OCC will inform the committee during the next scheduled Corporate Committee meeting of this elevation to recall per the prior meetings' caveat. On March 29, 2021 Forest River's Catalina manufacturing plant contacted OCC and indicated that they needed to amend the remedy in order to properly secure the slide room.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor at no charge to the consumer. An authorized Forest River dealer or service center will need to perform the recall remedy to relocate the interior plates for the slide room, as well as replace the exterior column screws for proper securement to the wall.

What is the Forest River Customer Service Phone Number? CATALINA CUSTOMER SERVICE (574) 825-4995

How Remedy Component Differs from Recalled Component : The interior plates will now be installed correctly. Install new exterior lags to slide columns.

Identify How/When Recall Condition was Corrected in Production : On February 23, 2021 all shipping of the products from the particular plant was put on hold and will be corrected before any further shipping may resume. The plates (4) will be moved to the proper location and reinstalled.

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 : APR 09, 2021 - APR 09, 2021

Planned Owner Notification Date : APR 09, 2021 - APR 09, 2021

* NR - Not Reported