

# Part 573 Safety Recall Report

## 21V-378

**Manufacturer Name :** Forest River, Inc.**Submission Date :** JUL 20, 2021**NHTSA Recall No. :** 21V-378**Manufacturer Recall No. :** 03-1347**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 18

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 : 2021-2021 Forest River Inc. Sierra and Sandpiper Fifth Wheel and Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : A personnel shift inside of the manufacturing plant shifted a new person into the shelling area on 5/11/2021. This person was not aware that the floor bolts should be tightened in this station. By using production records from when the shift occurred the manufacturing plant was able to determine the scope of vehicles affected.

2021	SANDPIPER FIFTH-WHEEL	SAF3330BH	2
2021	SANDPIPER FIFTH-WHEEL	SAF3660MB	1
2021	SANDPIPER FIFTH-WHEEL	SAF38FKOK	4
2021	SANDPIPER TRAVEL TRAILERS	SAT399LOFT	1
2021	SANDPIPER TRAVEL TRAILERS	SAT399LOFT-W	2
2021	SIERRA FIFTH-WHEEL	SEF3330BH	1
2021	SIERRA FIFTH-WHEEL	SEF3660MB	2
2021	SIERRA FIFTH-WHEEL	SEF38FKOK	3
2021	SIERRA TRAVEL TRAILER	SET399LOFT	2
Grand Total			18

Production Dates : MAY 12, 2021 - MAY 17, 2021

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : The bolts that hold the floor to the chassis outriggers were not properly tightened.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the bolts are not tightened, the body of the trailer could come detached from the chassis during high winds, or heavy cornering. This could lead to a crash, property damage, injury and or death.

**Description of the Cause :** Lack of training for new employee entering the shelling department of the manufacturing plant.

**Identification of Any Warning that can Occur :** A vibration from the trailer to the tow vehicle, along with the body moving on the chassis may be noticed during transit.

### Involved Components :

**Component Name 1 :** Floor Bolt

**Component Description :** Floor Bolt

**Component Part Number :** N/A

### Supplier Identification :

#### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

### Chronology :

On 5/17/2021, During a routine quality inspection, an employee found that the bolts holding the floor to the chassis outriggers were not tight.

On 5/18/2021 through 5/19/2021 the manufacturing plant inspected and repaired all vehicles in Forest Rivers' possession, and alerted Forest River's Office of Corporate Compliance (OCC) of the concern. During this time, the shelling group was trained properly to tighten the bolts. The plant added an additional verification to verify the bolts were tightened properly. within that station.

On 5/21/2021 Forest Rivers Corporate Recall Committee voted this to recall.

A-1 Filed amendment to include the floor bolt to component information as per NHTSA's request.

## Description of Remedy :

**Description of Remedy Program :** Forest River will provide all parts and labor free of charge to the consumer and the dealer. An authorized Forest River Dealer or Service Center will need to perform the repair to tighten the bolts to the chassis outriggers.

What is the Forest River Customer Service Phone Number? (574)  
534-4574

**How Remedy Component Differs from Recalled Component :** The bolts will now be properly tightened to ensure the floor is secured to the chassis.

**Identify How/When Recall Condition was Corrected in Production :** During the week of 05/18/2021, the shelling group was trained to properly tighten all the floor bolts along with an additional verification within that station to ensure the bolts are tightened properly.

## 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 :** JUL 03, 2021 - JUL 03, 2021

**Planned Owner Notification Date :** JUL 03, 2021 - JUL 03, 2021

\* NR - Not Reported