

Part 573 Safety Recall Report

21V-523

Manufacturer Name : Forest River, Inc.

Submission Date : AUG 30, 2021

NHTSA Recall No. : 21V-523

Manufacturer Recall No. : 51-1380



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 : 825

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2021 Coachmen Sportscoach Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : NOV 09, 2017 - AUG 04, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2011-2016 Forest River Inc. Blue Ridge Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : SEP 30, 2010 - JAN 29, 2016

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2014-2019 Forest River Inc. Cardinal Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : MAY 04, 2012 - AUG 16, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2014-2020 Forest River Inc. Cedar Creek Fifth Wheels

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : MAY 24, 2013 - MAR 29, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2014-2021 Forest River Inc. Georgetown Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : OCT 31, 2013 - AUG 31, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2015-2017 Coachmen Cross Country Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : DEC 31, 2014 - FEB 17, 2016

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2016-2020 Coachmen Mirada Class A Motorhome

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : MAY 14, 2019 - MAY 14, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2015-2015 Coachmen Encore Class A Motorhome

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : SEP 26, 2014 - SEP 26, 2014

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 9 : 2017-2018 Forest River Inc. Riverstone Fifth Wheel

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : MAY 27, 2016 - AUG 25, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 10 : 2019-2021 Forest River Inc. Berkshire Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : OCT 31, 2018 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 11 : 2019-2019 Forest River Inc. Legacy Class A Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The scope of vehicles were determined by using purchasing records provided by Lippert Components Inc. and production records from our manufacturing plants. See Attached spreadsheet for list of Models and Quantities

Production Dates : FEB 04, 2019 - APR 16, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : As per Lippert Components Inc. Recall 21E047, certain Hehr 6400 Series Windows may have an adhesive failure on the vented portion of the window.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

Description of the Cause : Stress induced failure of window adhesive bonding.

Identification of Any Warning that can Occur : During regular maintenance possibly noticing a loss of bonding.

Involved Components :

Component Name 1 : Window

Component Description : Hehr Window 6400 Series

Component Part Number : Various - See attached

Supplier Identification :

Component Manufacturer

Name : Lippert Components Inc

Address : PO BOX 2888

Elkhart Indiana 46515

Country : United States

Chronology :

On July 2, 2021, Forest Rivers Office of Corporate Compliance (OCC) received notice via email from Lippert Components Inc. regarding recall 21E047. On July 6, 2021, Forest Rivers Office of Corporate Compliance (OCC) began reviewing data supplied from purchasing records to determine the scope of vehicles affected. On July 9, 2021, Forest River filed a pass through recall with NHTSA and Trans Canada.

A-1 On July 15, 2021 During an internal review of all production data against the purchasing records from the vendor Lippert and did discover the population should increase from 158 to 825 vehicles affected. Filed amendment, add year and models affected. all consumers will be notified.

A-2 On July 20, 2021 as per the acknowledgement letter the reimbursement plant was added to the 573. No warranty data was reviewed as it was not necessary to in order to file the pass through recall. The supplier provided adequate records of purchase data that we were able to match to production data to ensure all vehicles were captured.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to consumers and dealers. An inspection will be performed on the affected vehicles to determine if the adhesive bond seal has been compromised on the window. If in fact the windows' vent is found to be affected a new vent will be installed. An authorized Forest River Dealer or Service Center will need to perform this remedy. A-2 If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

A-2 What is the Forest River Customer Service Phone Number's
CONTACT PHONE

| | |
|---|----------------|
| Sportscoach, Mirada, Encore and Cross Country | (574) 825-8212 |
| Georgetown and FR3 | (574) 206-7600 |
| Berkshire and Legacy | (574) 522-1368 |
| Cardinal and Blue Ridge | (574) 296-7700 |
| Cedar Creek | (260) 593-4000 |
| Riverstone | (260) 499-2065 |

How Remedy Component Differs from Recalled Component : The remedy component was produced with the improvements including increasing the bond strength between the two panes of glass through the use of an adhesive backed glass spacer and different secondary sealant. Hehr Windows 6400 Series Various, See Attached

Identify How/When Recall Condition was Corrected in Production : On August 3, 2020, production processes were updated to increase the bond strength between the 2 panes of glass through the use of an adhesive backed glass spacer.

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 : SEP 03, 2021 - SEP 03, 2021

Planned Owner Notification Date : SEP 03, 2021 - SEP 03, 2021

* NR - Not Reported