

Part 573 Safety Recall Report

23V-705

Manufacturer Name : Forest River, Inc.**Submission Date :** OCT 20, 2023**NHTSA Recall No. :** 23V-705**Manufacturer Recall No. :** 215-1691**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 : 33

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2024 Forest River Inc. Coachmen Cross Trail Class C Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined when the manufacturing plant began using the 12V fridge at model change in certain models.

2023	CROSS TRAIL	C2C20BHP	1
2023	CROSS TRAIL	C2C20BHTA	21
2023	CROSS TRAIL	C2C21XGTA	1
2024	CROSS TRAIL	C2C20BHTA	8
2024	CROSS TRAIL	C2C20XGTA	2
Grand Total			33

Production Dates : JAN 09, 2023 - OCT 04, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The 12V refrigerator may dislodge and fall from its cabinet.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a refrigerator dislodges and/or fall from its cabinet, it may cause lead to property damage or personal injury.

Description of the Cause : Manufacturing error.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Wood Cleat

Component Description : Wood Cleat

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On October 9, 2023, the manufacturing plant received a complaint that a fridge had dislodged from its cabinet and fall onto the customer.

On October 11, 2023, Forest River's Office of Corporate Compliance ("OCC") was contacted by the manufacturing plant and made aware of the concern.

On October 13, 2023, OCC met with the manufacturing plant to discuss the concern. It was identified as the only known vehicle which has had the concern to happen.

On October 20, 2023, Forest Rivers Corporate Recall Committee voted to recall.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the remedy. The backers will be removed and reinstalled to the correct orientation secure the refrigerator.

What is the Forest River Customer Service Phone Number? (574)
825-8487

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.
Please send the service invoice to the following address:

Coachmen Class C
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

How Remedy Component Differs from Recalled Component : Affected Component: Wood Cleat
PN N/A
The refrigerator will now be secured properly to backers.

Identify How/When Recall Condition was Corrected in Production : On October 13, 2023, manufacturing corrected the wood cleat orientation on the rear side of the cabinet to allow proper backer for the fridge mounting fasteners in all vehicles in manufacturing and in the ship yards.

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 : NOV 29, 2023 - NOV 29, 2023

Planned Owner Notification Date : NOV 29, 2023 - NOV 29, 2023

* NR - Not Reported