

# Part 573 Safety Recall Report

# 24V-029

**Manufacturer Name :** Forest River, Inc.**Submission Date :** FEB 02, 2024**NHTSA Recall No. :** 24V-029**Manufacturer Recall No. :** 51-1727**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 2,315

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 : 2022-2024 Forest River Inc. NO BO Travel Trailer Recreational Vehicles

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined using manufacturing data of when the independent suspension system began to be installed. See attached spreadsheet for Models and Quantity.

Production Dates : NOV 14, 2022 - JAN 11, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2024 Forest River Inc. IBEX Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined using manufacturing data of when the independent suspension system began to be installed. See attached spreadsheet for Models and Quantity.

Production Dates : NOV 14, 2022 - JAN 11, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2023-2024 Forest River Inc. RPOD Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined using manufacturing data of when the independent suspension system began to be installed. See attached spreadsheet for Models and Quantity.

Production Dates : NOV 14, 2022 - JAN 11, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The fasteners that attach the independent suspension to the chassis may not be adequately torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the independent suspension fasteners lose torque, they may detach from the vehicle. This condition may allow for the independent suspension to detach from a vehicle, increasing the risk of a crash.

Description of the Cause : Manufacturing error.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : Independent Suspension Mounting

Component Description : Independent Suspension Mounting

Component Part Number : N/A

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## **Chronology :**

On December 11, 2023, the manufacturing plant received a single customer complaint that indicated the fasteners that attach the independent suspension to the chassis, were loose and/or missing. The manufacturing plant had the vehicle transported via flatbed trailer back to the manufacturing plant.

On January 9, 2024, the vehicle arrived at the manufacturing plant. The manufacturing plant had the independent suspension supplier inspect the vehicle where it was determined that the vehicles' independent suspension fasteners were not torqued.

On January 10, 2024, the manufacturing plant began inspecting their holding yard of vehicles ready to ship and found additional vehicles that had fasteners that had not been torqued.

On January 16, 2024, the manufacturing plant was still inspecting vehicles in the holding yard and torquing as needed. The same day, the manufacturing plant contacted Forest River's Office of Corporate Compliance ("OCC") to report the concern.

On January 17, 2024, OCC and the manufacturing plant met to discuss the concern. OCC opened a research item.

On January 19, 2024, OCC presented the concern to Forest Rivers Corporate Recall Committee, which voted to recall. A stop sale notice is being issued immediately.

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On January 31, 2024, the manufacturing plant notified OCC that a clerical error occurred when the manufacturing plant communicated the starting serial number for the scope to OCC. This resulted in the wrong starting serial number to be used to begin the scope.

On February 2, 2024, OCC expanded the recall to include all vehicles that resulted in the findings of the original starting serial number. This amendment revises the scope from 1,911 vehicles to 2,315 vehicles affected in the United States.

**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 to torque the fasteners properly. If the bolts are compromised, they will be replaced.

What is the Forest River Customer Service Phone Number? (574)  
642-1612

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:

NOBO, RPod and IBEX  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1492 Gerber St.  
Ligonier, IN 46767

How Remedy Component Differs from Recalled Component : Involved Component – Independent Suspension Mounting

The Independent Suspension Mounting Hardware will now be torqued to the component manufacture specifications during installation.

Identify How/When Recall Condition was Corrected in Production : During the week of January 17, 2024, all vehicles in at the manufacturing plant were inspected and torqued all fasteners as needed.

**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 : FEB 28, 2024 - FEB 28, 2024

Planned Owner Notification Date : FEB 28, 2024 - FEB 28, 2024

\* NR - Not Reported