

Part 573 Safety Recall Report

24V-040

Manufacturer Name : Forest River, Inc.

Submission Date : JAN 25, 2024

NHTSA Recall No. : 24V-040

Manufacturer Recall No. : 225-1723



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 : 2,519

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2023 Forest River Inc. Coachmen Galleria Class B Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by sales records from Carefree provided to OCC.
See Attached Spreadsheet for Model and Quantity

Production Dates : MAR 02, 2020 - MAR 09, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2023 Forest River Inc. Beyond Class B Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by sales records from Carefree provided to OCC.
See attaches spreadsheet for model and quantities.

Production Dates : MAR 02, 2020 - MAR 09, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2021-2023 Forest River Inc. Coachmen Nova Class B Motorhomes

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined by sales records from Carefree provided to OCC.
See attaches spreadsheet for model and quantities.

Production Dates : MAR 02, 2020 - MAR 09, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : According to Carefree of Colorado Recall 23E096: "There is a potential for cracks to develop in the gearbox housing. In a fraction of a percent of units, a gearbox housing has been observed to show a crack that may develop into a fracture. As a result of such fracture is a potential for release of the awning brake under certain in-use conditions."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to Carefree of Colorado Recall 23E096: "An awning that extends unintentionally while the motor home is in motion could be a distraction and/or present a road hazard to the vehicle driver or oncoming traffic, which can increase the risk of a crash.

Description of the Cause : Unknown

Identification of Any Warning that can Occur : Unknown

Involved Components :

Component Name 1 : Motor Assembly, Small Box, 12V DC, Left Hand

Component Description : Motor Assembly, Small Box, 12V DC, Left Hand

Component Part Number : 015933-001

Supplier Identification :

Component Manufacturer

Name : Carefree Of Colorado

Address : 2145 W 6th Avenue
Broomfield Colorado 80020

Country : United States

Chronology :

On January 12, 2024, Forest Rivers Office of Corporate Compliance ("OCC") received a equipment recall 23E096 that was provided to the manufacturing division on January 11, 2024. The same day, OCC asked Carefree of Colorado to provide sales information, in an effort to identify if the awnings had been used in manufacturing.

On January 16, 2024, OCC inquired again with Carefree of Colorado concerning the sales information.

On January 18, 2024, OCC received remedy instructions and was told that Carefree of Colorado was evaluating the data requested by OCC.

On January 22, 2024, OCC inquired again with Carefree of Colorado concerning the sales information.

On January 23, 2024, OCC received information from Carefree and followed up with Carefree of Colorado on January 24, 2023, in regard to questions of the dates.

On January 25, 2024, OCC determined that the subject awnings were in use in Model Year 2021 - 2023.

On January 25, 2024, Forest River filed a recall in reference to Equipment recall 23E096.

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 will need to perform the remedy. The remedy will include installation of additional material (which the Company refers to as a "wedge") intended to support the internal components inside certain Freestyle left-handed gearbox motor housing assemblies. If the motor needs replaced, the newly designed motor with the wedge will be installed.

What is the Forest River Customer Service Phone Number? (574)
825-6319

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:

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

How Remedy Component Differs from Recalled Component : Carefree Of Colorado - (800) 621-2617
2145 W 6th Avenue
Broomfield, CO 80020

Affected Component - According to Carefree of Colorado Recall 23E096:
"Motor Assembly, Small Box, 12V DC, Left Hand"
P/N - 015933-001

Replacement Components:
R002066-001 - Screws and Wedge
R002066-002 - Screws, Wedges, & Replacement Motor

The Company will apply the remedy from NHTSA Campaign Number 22E-094, by coordinating the installation of additional material (which the Company refers to as a "wedge") intended to support the internal components inside certain Freestyle left-handed gearbox motor housing assemblies.

Identify How/When Recall Condition was Corrected in Production : According to Carefree of Colorado Recall 23E096: "On November 1, 2022, the Company issued a stop shipment and stop production order that applied to right-hand gearbox motor housing assemblies at issue in NHTSA Campaign Number 22E-094. The Company has since added the wedge as part of all right-hand and left-hand gearbox motor housing assemblies in initial production.

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 : MAR 05, 2024 - MAR 05, 2024

Planned Owner Notification Date : MAR 05, 2024 - MAR 05, 2024

* NR - Not Reported