

Part 573 Safety Recall Report

24V-047

Manufacturer Name : Forest River, Inc.

Submission Date : JAN 31, 2024

NHTSA Recall No. : 24V-047

Manufacturer Recall No. : 215-1730



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 : 213

Estimated percentage with defect : 100 %

Vehicle Information :

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

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope was determined using manufacturing records of when the manufacturing plant began using this new furnace.

2023	PRISM	PRC24DS	42
2023	PRISM	PRC24FS	121
2024	PRISM	PRC24DS	8
2024	PRISM	PRC24FS	42
Grand Total			213

Production Dates : AUG 04, 2022 - JAN 09, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The furnace may short cycle due to not having the appropriate amount of square inches of cold air return, and an inconsistent number and size of heat ducts installed to the furnace.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the furnace continues to short cycle, it may overheat and cause a puncture in the burn chamber, allowing carbon monoxide poisoning. This condition may lead to personal injury or death.

Description of the Cause : Manufacturing error.

Identification of Any Warning that can Occur : A user may notice the furnace is short cycling.

Involved Components :

Component Name 1 : Heat duct

Component Description : Heat duct

Component Part Number : N/A

Component Name 2 : Cold Air return

Component Description : Cold Air return

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On January 24, 2024, the manufacturing plant was reviewing the installation of the furnace cold air return and number of heat ducts being used due to an internal Pre-Delivery Inspection ("PDI") inspection.

On January 25, 2024, the manufacturing plant contacted Forest River's Office of Corporate Compliance ("OCC") and a research item was opened.

On January 26, 2024, Forest River's Corporate Recall Committee voted to recall. A Stop Sale Notice will be issued immediately following the filing of this recall.

On January 31, 2024, Forest River amended the recall to reflect the remedy.

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 remedy will include replacement of the cold air return and the ducting for the furnace. What is the Forest River Customer Service Phone Number? (574) 825-8602 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: Prism Forest River, Inc. Attn: WARRANTY MANAGER PO Box 30 Middlebury, IN 46540
How Remedy Component Differs from Recalled Component :	Forest River’s manufacturing plant will install the correct cold air return grill, heating duct sizes and number of heat ducts per the manufacture of the furnaces’ requirements. Affected Component – Heat duct P/N N/A Affected Component – Cold Air return P/N N/A
Identify How/When Recall Condition was Corrected in Production :	The week of January 25, 2024, the manufacturing plant began remediating all vehicles in production and the shipping yard was put on hold until all vehicles could be remedied.

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 06, 2024 - MAR 06, 2024
Planned Owner Notification Date :	MAR 06, 2024 - MAR 06, 2024

* NR - Not Reported