

Part 573 Safety Recall Report

20V-276

Manufacturer Name : Forest River, Inc.

Submission Date : MAY 15, 2020

NHTSA Recall No. : 20V-276

Manufacturer Recall No. : 79-1161



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 : 223

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Forest River Inc. XLR Micro Boost XLT25LRLE-79 and XLT27LRLE-79

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The Manufacturing Plant was able to use production records along with their product change notice to identify the affected vehicles.

XLT25LRLE-792019 6

XLT25LRLE-792020 139

XLT27LRLE-792019 1

XLT27LRLE-792020 77

Grand Total 223

Production Dates : DEC 03, 2018 - AUG 21, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The fasteners used to attach the ramp door may loosen and detach from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A ramp door that detaches from the vehicle could result in property damage, personal injury and/or a crash.

Description of the Cause : The rear ramp door hinge was attached to the chassis using the incorrect mechanical fasteners.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 3/23/2020 Forest River's Manufacturing Plant XLR's Sales Department received a complaint from a single dealer stating the fasteners had come loose from the ramp door.

On 4/29/2020 XLR's Customer Service Department received a claim from a single dealer stating that the ramp door came loose when it was opened on the dealer's lot.

On 4/30/2020 Forest River's Manufacturing Plant started investigating and found loose fasteners on these certain models, which were still in Forest River's possession.

On 5/13/2020 Forest River was able to identify all vehicles affected.

On 5/15/2020 Forest River's 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 the consumer. An authorized Forest River Dealership or Service center will need to perform the repair to replace the fasteners for the ramp door.

What is the Forest River Customer Service Phone Number? 574-642-0432

How Remedy Component Differs from Recalled Component : The ramp door will now have sufficient fasteners attaching it to the vehicle.

Identify How/When Recall Condition was Corrected in Production : This was corrected in Production the week of 4/30/2020

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 : JUN 24, 2020 - JUN 24, 2020

Planned Owner Notification Date : JUN 24, 2020 - JUN 24, 2020

* NR - Not Reported