

Part 573 Safety Recall Report

24V-313

Manufacturer Name : Forest River, Inc.

Submission Date : MAY 03, 2024

NHTSA Recall No. : 24V-313

Manufacturer Recall No. : 65-1770



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 : 54

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2011-2024 Forest River Inc. Rockport Work Trucks
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : NR

Descriptive Information : The scope was determined by the inception of the installation of the rear lift gates at the manufacturing plant.

Model year	Product name	Unit item	USA
2011	ROCKPORT	RP5A2470-65	1
2016	ROCKPORT	RP5A2670-65	1
2017	ROCKPORT	RP5A2070-65	4
2017	ROCKPORT	RP5A2470-65	5
2017	ROCKPORT	RP5A2670-65	1
2018	ROCKPORT	RP5A2070-65	3
2018	ROCKPORT	RP5A2270-65	1
2018	ROCKPORT	RP5A2470-65	1
2018	ROCKPORT	RP5A2670-65	1
2019	ROCKPORT	RP5A2410296-65	1
2019	ROCKPORT	RP5A26102102-65	1
2019	ROCKPORT	RP5A26102108-65	1
2021	ROCKPORT	RP5A269696-65	1
2022	ROCKPORT	RP5A249696-65	1
2022	ROCKPORT	RP5A249696-DH-65	2
2023	ROCKPORT	RP5A2210290DH-65	4
2023	ROCKPORT	RP5A229696DH-65	1
2023	ROCKPORT	RP5A24102102-65	1
2023	ROCKPORT	RP5A2410290DA-65	1
2023	ROCKPORT	RP5A249696-DH-65	2
2023	ROCKPORT	RP5A26102102DA-65	2
2023	ROCKPORT	RP5A26102102DH-65	5
2023	ROCKPORT	RP5A269696-DA-65	2
2023	ROCKPORT	RPAF1266WN-65	1
2024	ROCKPORT	RP5A2010296-65	5
2024	ROCKPORT	RP5A249696-65	1
2024	ROCKPORT	RP5A249696-DH-65	1
2024	ROCKPORT	RP5A26102102-65	2
2024	ROCKPORT	RP5A2610296DA-65	1
Grand Total			54

Production Dates : SEP 09, 2016 - FEB 22, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect :	The rear liftgate may not have been installed correctly, missing a U-bolt on the driver and passenger side at the rear part of the lift gate tube that clamps to the truck body chassis. This condition may allow the lift gate to cantilever when loaded and fall to the ground.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	If the U-bolts are missing, this condition may allow the lift gate to cantilever when loaded and fall to the ground, increasing the risk for personal injury, or property damage.
Description of the Cause :	Manufacturing installation error of the liftgate.
Identification of Any Warning that can Occur :	The rear lift gates' chassis framework may appear to bend downward.

Involved Components :

Component Name 1 :	Rear Lift Gate Chassis Mount U-Bolts
Component Description :	Rear Lift Gate Chassis Mount U-Bolts This is not a component failure but rather an installation error during manufacturing.
Component Part Number :	N/A

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

In February 2024, the manufacturing division received a complaint of the rear lift gate cantilevering and falling to the ground. The manufacturing plant determined this to be a single incident and fixed the vehicle.

On April 24, 2024, the manufacturing plant received an additional complaint from a separate complaint of the same failure.

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

On May 3, 2024, 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 Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the remedy. The U-Bolts will be inspected and replaced if mounted in the incorrect location.

What is the Forest River Customer Service Phone Number? (574)
522-7599

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:

Rockport
914 County Road 1
Elkhart, IN 46516

How Remedy Component Differs from Recalled Component : Affected Component - Rear Lift Gate Chassis Mount U-Bolts
This is not a component failure but rather an installation error during manufacturing. The liftgate is manufactured at Forest River's manufacturing plant using several parts from different vendors. The U-Bolts were installed in the wrong location.
PN – N/A

Identify How/When Recall Condition was Corrected in Production : On April 25, 2024, the manufacturing plant inspected all vehicles in their control at the plant to ensure the proper installation of the liftgate. Those vehicles that were not installed correctly were remedied before shipment.

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 12, 2024 - JUN 12, 2024

Planned Owner Notification Date : JUN 12, 2024 - JUN 12, 2024

* NR - Not Reported