

# Part 573 Safety Recall Report

# 18V-624

**Manufacturer Name :** Forest River, Inc.**Submission Date :** SEP 13, 2018**NHTSA Recall No. :** 18V-624**Manufacturer Recall No. :** 51-0851**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 : 935

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Forest River Inc. Coachmen Catalina, Coachmen Apex, Shasta, Wildwood, Salem, Vibe, Sierra, Sandpiper, XLR, Primetime

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Dexter Axle Inc. provided Forest River Inc. with the purchasing records and delivery dates of the subject parts which Forest River was then able to use purchasing records, bills of lading and found the parts were used in production until 08/01/2018.

Note: Forest River will amend the 573 upon identifying affected vehicles.

Production Dates : JUN 19, 2018 - AUG 01, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : As per Dexter Axle, potential missing Inner bearing races on hubs

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As per Dexter Axle, potential premature bearing burnout could lead to bearing burnout

Description of the Cause : As per Dexter Axle, bearing cup was not installed in hub during manufacturing process

Identification of Any Warning that can Occur : As per Dexter Axle, If the bearing cup is missing, the hub may initially heat up. If this were to occur hub may start to smoke from burning grease. Wheel may become wobbly, if bearing starts to fail.

**Supplier Identification :**

## Component Manufacturer

Name : Dexter Axle  
Address : 2900 Industrial Parkway East  
Elkhart INDIANA 46516  
Country : United States

## Chronology :

As per Dexter Axle, Dexter Axle has had 3 axles returned that have had missing inner bearing cups. Through the investigation of this issue we have determined that an incorrect tool was used during bearing installation that would allow a hub to pass through a workstation without a bearing cup being installed. Further investigation has yielded a 4th axle with a missing bearing cup. From this information we have determined that a recall is necessary.

On August 28, 2018 Forest River's Office of Corporate Compliance ("OCC") received a copy of a 573 filing from Dexter Axle containing the Forest River purchase order records affected under Dexter Axles Recall. OCC began an investigation the same day to identify the affected vehicles.

On August 31, 2018, Forest River's Corporate Committee was informed of the recall.

## Description of Remedy :

Description of Remedy Program : Dexter Axle and Forest River will work in collaboration to provide the remedy axle, or hubs free of charge and labor to any Forest River Dealer and Owner. A dealer must complete the remedy of this recall.  
Note: Forest River will amend the 573 upon identifying affected vehicles.

What is the Forest River Customer Service Phone Number?

Coachmen Catalina (574) 825-8657

Coachmen Apex (574) 358-0401

Forest River Inc. Shasta (574) 825-8717

Forest River Inc. Wildwood (574) 534-3167

Forest River Inc. Salem (574) 534-3167

Forest River Inc. Vibe (574) 296-2084

Forest River Inc. Sierra (574) 534-4574

Forest River Inc. Sandpiper (574) 534-4574

Forest River Inc. XLR (574) 642-0432

Forest River Inc. Primetime (574) 862-1025

Dexter Axle Inc. (574) 295-7888

How Remedy Component Differs : As per Dexter Axle, D44 axles will be replaced with new hubs (part number 8-407). Hubs will have bearing cups installed. If the D44 axles are

from Recalled Component : in the new conditions and the trailer has not been moved, the hub (8-407) missing the bearing cup will be replaced on the existing D44 axle

Identify How/When Recall Condition was Corrected in Production : As per Dexter Axle, the problem was identified through root cause analysis to be improper tooling installed in the equipment which installs the bearing cups. Actions were taken to stop the equipment from processing hubs unless the correct tooling is installed. As of August 1, 2018 this equipment has been verified as operation and functioning correctly. Additional (300%) inspections are also in place on this production line.

### 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 : SEP 04, 2018 - OCT 14, 2018

Planned Owner Notification Date : SEP 04, 2018 - OCT 14, 2018

\* NR - Not Reported