

Part 573 Safety Recall Report

19V-202

Manufacturer Name : Forest River, Inc.

Submission Date : MAR 14, 2019

NHTSA Recall No. : 19V-202

Manufacturer Recall No. : 51-0980



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : NR

Address : 55470 CR 1

Estimated percentage with defect : NR

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Vehicle Information :

Vehicle 1 : 2018-2019 Forest River Inc. Orion Class C, Freelander Class C, Leprechaun Class C, Rockport Work Trucks, Berkshire Ultra Coach, Starcraft, and Battisti Transit Bus

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : As per ASA Electronics LLC – Recall 19V104 - The recall condition only relates to vehicles that have the VOM74MM Mirror Monitor that has a serial number starting with “A”, “B”, OR “C”

Orion, Freelander, Leprechaun, Rockport, Berkshire Ultra Coach, StarCraft Transit Bus, Battisti Customs Transit Bus

Sub-Models and Quantity affected TBD

Production Dates : AUG 14, 2017 - JAN 22, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : As per ASA Electronics LLC – Recall 19V104 - On your vehicle, it may be possible for the VOM74MM mirror monitor (if the serial number starts with A, B or C) to power ON with an image that is reversed from what is expected.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As per ASA Electronics LLC – Recall 19V104 - The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle increasing the risk of a crash. Please utilize your side mirrors until the repair is implemented.

Description of the Cause : As per ASA Electronics LLC – Recall 19V104 – The monitor has factory default settings and user defined default settings within the monitors software.

Identification of Any Warning that can Occur : As per ASA Electronics LLC – Recall 19V104 - None

Supplier Identification :

Component Manufacturer

Name : ASA Electronics LLC
Address : 2602 Marina Dr
Elkhart INDIANA 46514
Country : United States

Chronology :

On March 8th, 2019 Forest River's Manufacturing plant received a recall notice from ASA Electronics LLC
On March 11th, 2019 Forest River's Office of Corporate Compliance, along with the vendor ASA, and Forest River's Manufacturing plants began to identify vehicles affected.
On March 14th, 2019 Forest River conducted a pass thru recall submission.
An amendment will be filed to include all sub-models and quantity affected.

Description of Remedy :

Description of Remedy Program : Please contact 1-800-384-4400 to arrange the repair of the VOM74MM monitor which includes adding a harness/relay/capacitor module free of all charges. ASA Electronics will be happy to work with your local dealer service center or fleet maintenance shop to schedule a successful installation. The VIN number, VOM74MM serial number, and Chassis Type will be required for ASA to supply the best repair kit and instruction.

If you have additional questions, please contact ASA's Customer Relationship Center at 1-800-384-4400 and one of our representatives will actively assist you. Field repair installation instructions are also available if needed. Our office hours are Monday through Friday: 7:00AM – 6:00PM (EST).

If you wish to contact us through email, please send all inquiries to: recall@asaelectronics.com

Installation of the harness/relay/capacitor module may take up to 30 minutes. However, due to service scheduling times, your service provider may need your vehicle for a longer period.

What is the Forest River Customer Service Phone Number? Orion, Freeland, and Leprechaun (574) 825-8602; Rockport (574) 522-7599; Berkshire, Starcraft and Battisti Customs (574) 642-3112

How Remedy Component Differs from Recalled Component : ASA Electronics LLC – Recall 19V104 - ASA has filed their owner Equipment Manufacture Recall

Identify How/When Recall Condition was Corrected in Production : ASA Electronics LLC – Recall 19V104 - ASA has filed their owner Equipment Manufacture Recall

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 : APR 23, 2019 - APR 23, 2019

Planned Owner Notification Date : APR 23, 2019 - APR 23, 2019

* NR - Not Reported