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Incident Details

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Report Submitted Date: 8/20/2017

Who You Are: Consumer

Incident Description: In early 2017, I purchased a 2017 Forest River/Sierra 5th wheel. Forest River is located in Elkhart, IN. Forest River equipped this RV with a LG refrigerator/freezer with an ice maker. Approximately the first part of May, the ice maker quit working. This was reported to LG due to the warranty. Memorial Day Weekend, the ice maker hose leaked causing the carpeting to be saturated with water. This again was reported to LG. I was told they did not have any "certified LG" service men close to me but would continue looking. Sometime between Memorial Day and July 6th, the refrigerator had a MAJOR water issue possibly due to ice build up in the back of the refrigerator causing once again my RV to become saturated with water. On July 6th, LG sent a service man to diagnose the problem and parts were ordered. He was scheduled to return on July 20th at which point he installed yet another new water hose and a new circuit board. Once again, this did not solve the problem. I contacted the dealer I had purchased the RV from and they chose to purchase me a new refrigerator.

On August 15th the new refrigerator (Whirlpool) was put in my RV. Upon removal of the LG, the service man from the dealership found the carpeting under the LG and under the counter top was wet. Upon removal of a board the LG sat on, mold had formed and grown with the back of the board a carpeting being moldy. Moisture was also discovered in another area close to the LG where the service man believes there may be water that seeped from under the LG under the flooring.

I have tried contacting Forest River on numerous occasions from approximately mid June to now without a return call.

I believe both LG and Forest River for equipping their RV's with non-working refrigerators are responsible. Having a product that doesn't work is never a good feeling. Now I have potential health risks to a product not working.

Incident Date: 5/27/2017

Incident Location: Other - [REDACTED] Rice Lake, Wisconsin, [REDACTED] United States

Product Details

Product Description: This was a LG Refrigerator/Freezer with a faulty ice maker.

Product Category: Kitchen

Product Type: Appliances

Brand Name: LG

Manufacturer / Importer / Private Labeler Name: LG

Model Name or Number:

Serial Number:

Date
Manufactured:
Manufacturer
Date Code:
Manufacturer Not specified
Address:
Manufacturer
Website URL:
Manufacturer
Phone Number:
Retailer:
Retailer State:

Additional Details

Purchase Date:

I still have the No
product in my
possession.

The product N/A
was damaged
before the
incident.

The product No
was modified
before the
incident.

Have you Yes
contacted the
manufacturer?

If not, do you N/A
plan to contact
them?

Explanation: I contacted them numerous times to try to get this resolved.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Cumberland, Wisconsin, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Consent

May we include Yes, you may include my Report with any attachments on SaferProducts.gov.
your Report,
including any
documents or
photographs
that you have
attached to

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

your Report,
but without
your name and
contact
information, in
CPSC's Public
Database?

May we release your name and contact information to the product manufacturer / importer / private labeler.

information to
the product
manufacturer /
importer /
private labeler
identified in
your Report?

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief.

Yes

OMB Control Number 3041-0146