

CL-11123288-8631

To whom it may concern,

Forest River, Inc. installed SUBURBANS Furnace illegally, creating another Life Threatening Code Violation, in our R-POD.

Recreational Vehicle manufacturer **Forest River, Inc.** installed SUBURBANS Furnace CROSSWISE in our RV rather than as required LENGTHWISE.

I have not witnessed any R-POD that Forest River, Inc. installed SUBURBANS furnace as per SUBURBANS INSTALLATION MANUAL.

Request [REDACTED] [REDACTED], SUBURBANS Installation Manual and As per RVIA's TYPE "A" deficiency. IMMEDIATE LIFE THREATENING SITUATION.

April 2, 2019 10:28 AM

@ [REDACTED]

Good day [REDACTED]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

NW
4-29-19
40

To make complaints regarding the design of your recreational vehicle, please send your complaint to The Office of Defect Investigation Team directly. You may do so by mailing your complaint to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at [1-888-327-4236](tel:1-888-327-4236).

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

To whom it may concerns,

We own the following RV.

DEALERS NAME: DAMO INC.

THUNDER RV

10401 S. WALTON

ISLAND CITY, LA GRANDE, OREGON 97650

Phone 541-962-2975

DATE: 05/04/17

STOCK NO. 

NEW 2017 FOREST RIVER, INC.

TYPE: TT

MODEL: 180

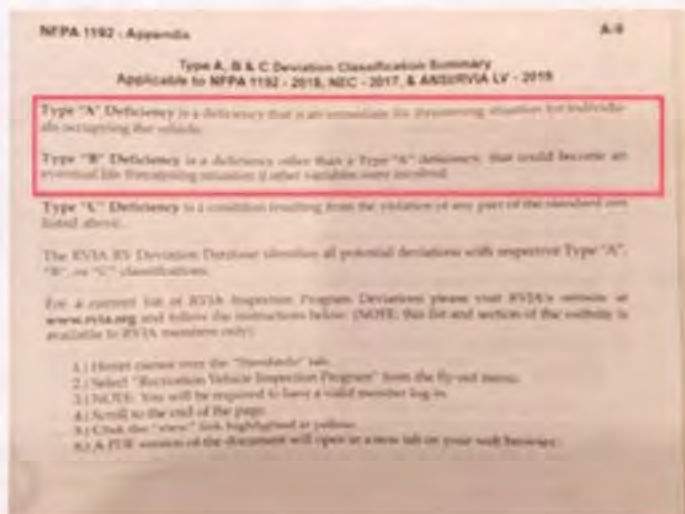
VIN NUMBER 4X4TRPT13H2 

SALES PERSON: MICHAEL WEINKAUF

TO INSTALL THE FURNACE.

1. **SUBURBANS Propane Furnace** was installed incorrectly creating a life threatening code violation as per SUBURBANS INSTALLATION MANUAL. **TO INSTALL THE FURNACE. 1. Locate the furnace near lengthwise center of the coach. (It was Installed Crosswise).**

RVIA (Recreational Vehicle Industry Association). RVIA determined this to be a **Type "A" Deficiency**. **Type "A" Deficiency is a deficiency that is an immediate life threatening situation for individuals occupying the vehicle.**



SUBURBANS WARNINGS

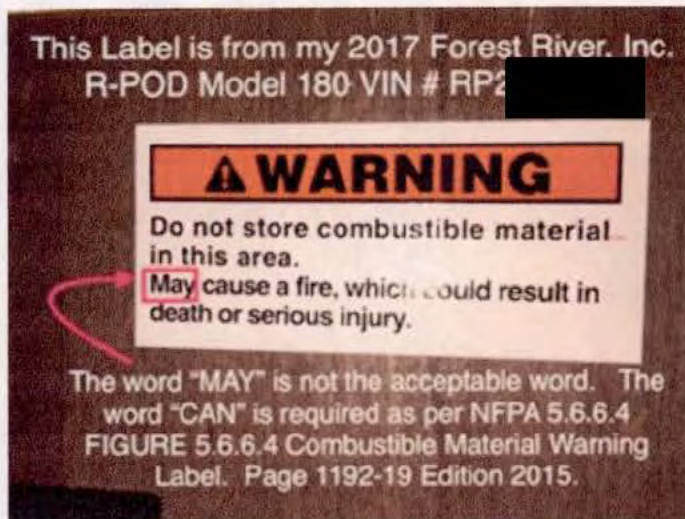
WARNING! *Installation of this appliance must be made in accordance with the written instructions provided in this manual. No agent, representative or employee of Suburban or other person has the authority to change, modify or waive any provision of the instructions contained in this manual.*

WARNING! Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Refer to the installation instructions and or owners manual provided with this appliance. Installation and service must be performed by a qualified installer, service agency or the gas supplier.





This next photo shows the required **Label** Forest River, Inc. placed on the beds frame cabinet. Unfortunately it's hidden by our bed spread. Please see photo of the bed spread.



I took this next photo of the inspection requirements found in
RVIA's NFPA 1192 HANDBOOK GUIDE (Label in photo above).



5.6.6.4 A warning label, with the word "Warning" with letters a minimum of 1/8 in. (6 mm) high and body text a minimum of 1/8 in. (3 mm) high on a contrasting background, shall be affixed in a visible location adjacent to the applicable appliance(s) and shall read as shown in Figure 5.6.6.4.

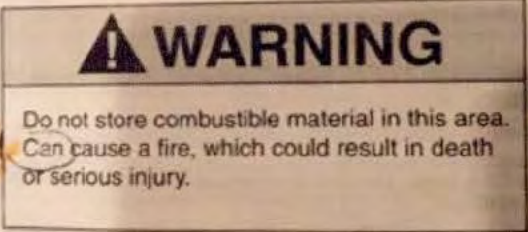


FIGURE 5.6.6.4 Combustible Material Warning Label.

NEPA 325 SHALL
Indicates a mandatory Requirement

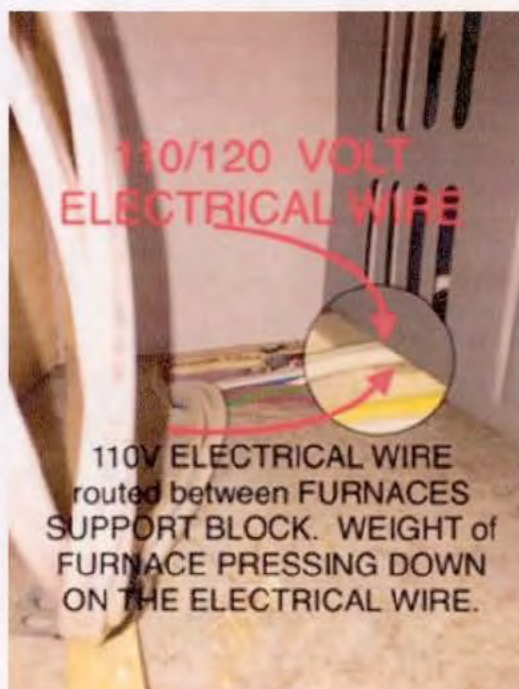
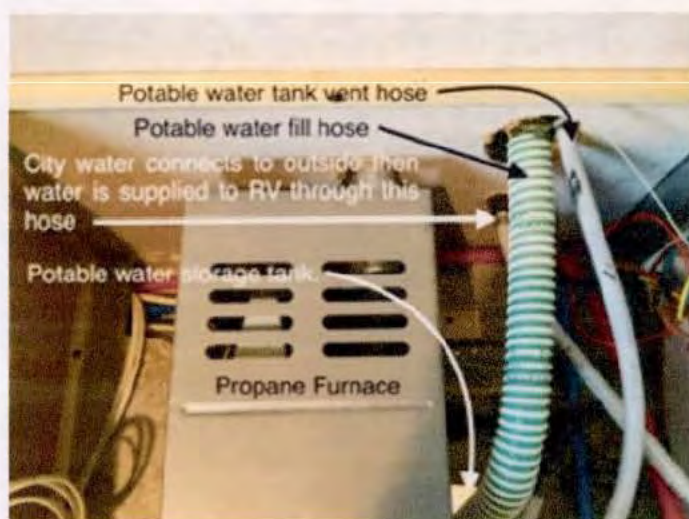
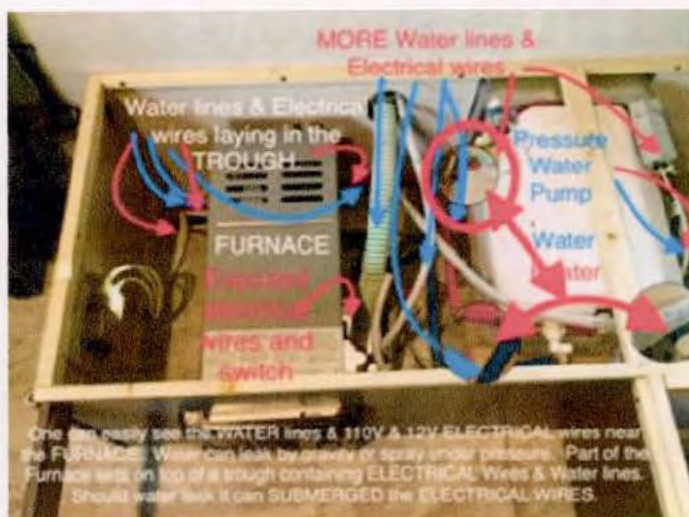
NOTE: These furnace shall be installed so the electrical components are protected from water.

NOTE: Do not install the furnace with the vent facing toward the forward end of the coach. See Figures 11 and 12.

These furnaces will accommodate an installation depth from 23 3/8" minimum (with standard vent tubes), to 30 1/8" maximum (with optional intake extension tubes). (See Figure 1.)

Please adhere strictly to the installation instructions to insure proper installation and safe operation, as well as adequate clearances for accessibility.

These furnaces are certified for use with propane/LP gas only. Gas supply



WARNING! Improper installation, adjustment, alteration, personal injury or loss of life. Refer to the installation instructions. Installation and service must be performed by a qualified technician.

INSTALLER: LEAVE THIS MANUAL
CONSUMER: RETAIN THIS MANUAL

INSTALLATION INSTRUCTIONS

WARNING! Installation of this appliance must be made in accordance with the written instructions provided in this manual. No agent, representative or employee of Suburban or other person has the authority to change, modify or waive any provision of the instructions contained in this manual.

CAUTION: If possible, do not install the furnace so where the vent can be covered or obstructed when any door on the trailer is opened. If this is not possible, then the travel of the door must be restricted in order to provide a 6" minimum clearance between the furnace vent and any door whenever the door is open.

NOTE: The exhaust temperature of this furnace could discolor or warp some materials. You should verify that the material used on the coach door, panel, or cover will not discolor or warp from the exhaust temperature whenever any door, panel, or cover is in the open position.

CAUTION: Due to the differences in vinyl siding, this appliance should not

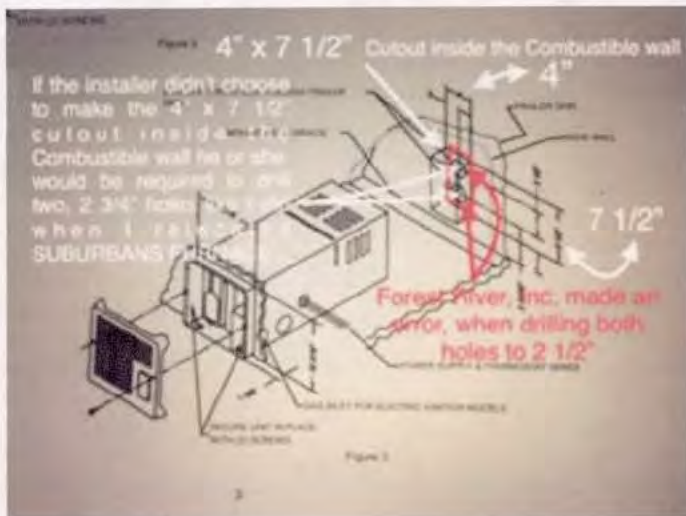
Next photo shows the furnace combustion air inlet and exhaust ports.





Forest River, Inc. failed to cut the correct sized holes when installing furnace.





Both Forest River, Inc. & Suburban Company refused to give me any help or advice in relocating the furnace to comply with SUBURBANS Installation Manual although Ms. D. Massengill during our first telephone conversation said something as "

The following paragraph I included in my certified letter to SUBURBAN (Airxcel) President / CEO Mr. Rutherford.

"Mr. Rutherford my first telephone conversation with Ms. Massengill included with her saying in a raised voice something as "they can't install our furnace like that, it's got to face and blow directly into an open room."



Regards,



Begin forwarded message:

From: NHTSA Service Desk <noreply@telesishq.com>

Date: April 2, 2019 at 10:28:40 AM PDT

To: [REDACTED]

Subject: Request # [REDACTED] [REDACTED] [REDACTED],

SUBURBANS Installation Manual and As per RVIA's TYPE
"A"deficiency. IMMEDIATE LIFE THREATENING SITUATION.

Reply-To: NHTSA Service Desk

<4me+nhtsa@telesishq.com>

@ [REDACTED]

Good day [REDACTED]

Thank you for contacting the U.S. Department of
Transportation's Vehicle Safety Hotline Information Center.

To make complaints regarding the design of your recreational
vehicle, please send your complaint to The Office of Defect
Investigation Team directly. You may do so by mailing your
complaint to:

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[1200 New Jersey Ave, SE](#)
[West Building](#)
[Washington, DC 20590](#)

We hope that you find this information helpful. However, if you
need additional information on our services please feel free to
contact us at [1-888-327-4236](tel:1-888-327-4236).

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

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OFFICE of DOT

W48-226

1200 NEW
West Bldg
WASHINGTON

Department of Transportation

To: W48-226

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-200,210,300,010

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

4/17/2019 12:44:35 PM



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