



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-2967

June 14, 2010

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division
1200 New Jersey Avenue, SE
Washington, D.C. 20590

10V-281
(4 Pages)

RE: Part 573 Defect and Noncompliance Report

Dear Sir or Madame,

Forest River, Inc. has decided that there is a defect that pertains to motor vehicle safety and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance.

Forest River, Inc.
55470 C.R. 1 P.O. Box 3030
Elkhart, Indiana 46515-3030
574-389-4600
Email: forestriverinc.com

William G. Conway Jr. Chief Corporate Engineer is the contact for information on this recall. Telephone: 574-534-6913, Fax 574-343-5967, Email: bconway@forestriverinc.com.

This report is prepared by William G. Conway Jr. Chief Corporate Engineer.

Regards,

William G. Conway Jr.
Forest River, Inc.
574-534-6913
Fax: 574-343-5967
Email: bconway@forestriverinc.com

Identify the Vehicles involved in the recall;

Makes: Salem and Wildwood trailers. Model Year 2011, Models: T17EXL, T14FDXL, T18BHXL, T22RBXL, T20RDXL, T26BHXL, T26RKSL, T28BHXL, F19EXL, T18XLSRV, F22XLSRV.

Production dates: Beginning: 10-2009 Ending 6-11-2010.

Salem VIN Range: Beginning: 4X4TSMB27AR398036 Ending: 4X4TSMB29BR398878.

Wildwood VIN Range: Beginning: 4X4TWDB21BR340946 Ending: 4X4TWD413AR339932.

Vehicle Type:

Recreational Trailer.

Body Style:

Travel Trailer and Fifth Wheel Trailer.

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall:

The 11th digit represents a specific manufacturing plant that started using this appliance in October of 2009.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. 100%.

Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Salem: Potentially involved: 684. Wildwood: Potentially involved: 804
Total number potentially affected by the recall: 1488.

Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 50% of both the Salem and Wildwood vehicles produced.

Identify and describe how the recall population was determined:

The bill of material was changed 10-2-2009 indicating the starting serial number of the Salem and Wildwood on Product Change Notice 10020903 as we changed from 2009 to 2010 model.

We identified the problem during a standard appliance burn off as required by Quality Assurance audit of the finished unit prior to releasing for shipping.

Describe the defect and noncompliance.

The water heater model SW69, PE, PR AND PER manufactured by Suburban Inc. will flame up out of control when the water heater is ignited.

Describe the cause of the defect or non compliance condition: The water heater has a plastic knob on the L.P. Gas control valve that allows a limited adjustment of the water temperature that is maintained in the water heater reservoir. There are 2 posts under the knob one creates a manual stop to limit the amount of adjustment allowed and the other is a thermostat pin. The thermostat pin is a machined brass part that is threaded into the face of the control valve.

This water heater is received from Suburban Inc. without a connection for the hot and cold water lines. An employee function is to installing the connecting nipples in the water heater for the hot and cold water lines. It was during the installation of the nipples that he turned the water heaters on their face on a concrete floor. The knob is high enough off of the L.P. gas control valve that the knob contacted the concrete floor before the main water heater housing. The pressure from the weight of the heater and pushing on the heater tank installing the nipples has caused the knob to push against the thermostat pin sufficiently to cause damage to the pin.

Describe the consequences of the defect or noncompliance:

The flame for the water heater burns very high and out of control and may start a fire.

Identify any warning that can precede or occur: There will be flames discharging from the exhaust vent on the water heater.

With respect to a defect a chronological summary (including dates) of all the principle events that are the basis for the determination of the defect:

June 11, 2010 while a Quality Assurance burn off test was made on a trailer in the final finish area of the manufacturing plant, flames were visible outside the vent on the water heater. The fire was put out with a fire extinguisher and upon inspection the damaged thermostat pin on the gas valve was discovered. Plant Quality Assurance Inspector examined the unit next in line and found the same damage. The complete production line was inspected and several thermostat pins were either broken or suspect. The ship yard and staging yard units were examined and all units that were broken or suspect were brought back to the plant and shipping was put on hold.

The stock in the plant that was prepped but not installed in the units was examined and some were broken and others were suspect and pulled out of stock. The employee that preps and installs the water heater was asked to demonstrate how he prepped the water heater. He placed the water heater face down on the concrete floor and installed the nipples for the water lines. Upon closer examination it was discovered that the knob was

approx. 1/8" beyond the plane of the housing for the water heater thus contacting the floor before the water heater housing did.

Furnish a description of the manufacturer's remedy for the defect or noncompliance.

The water heater manufacturer has brought in their engineer to create a visual aid (enclosed) to allow the dealer to examine and determine if the control is a potential defect or not. After the examination the water heater will be cleared from the defect list or replaced if there is a defect. The defective water heaters will be shipped to Forest River for repair by the water heater manufacturer.

Clearly describe the distinguishing characteristics of the remedy component/assembly verses the recalled component/assembly.

The thermostat pin under the temperature control knob on the L.P. Gas control assembly will not be loose or the casting will not have any cracks on the face of the valve body.

Identify and describe how and when the recall condition was corrected in production.

The water heater is placed on a bench similar to the installation position and the nipples are installed while it is in that position.

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers and purchasers.

6/11/2010 all of the water heaters on premises, in staging and ship yards have been recalled to the plant for inspection and/or water heater replacement.

Notification of dealers/retail will begin immediately via email or telephone where ever possible. Upon receipt of a recall number from NHTSA, the required documents for this recall will be processed immediately.