

Part 573 Safety Recall Report

21V-141

Manufacturer Name : Forest River, Inc.**Submission Date :** MAR 05, 2021**NHTSA Recall No. :** 21V-141**Manufacturer Recall No. :** 15-1302**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 21

Address : 55470 CR 1

Estimated percentage with defect : 100 %

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Vehicle Information :

Vehicle 1 : 2021-2021 Forest River Inc. Cardinal CAF345RLX, CAF366DVLE, CAF390BX

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : By using production records, plant was able to narrow it down to when the systems check person who checks the installation of the furnace and installs the furnace access door quit which was on 1/19/2021. PDI found the units on 2/18/2021 during their audit.

2021 - CAF345RLX - 1

2021 - CAF366DVLE - 3

2021 - CAF390FBX - 1

Production Dates : JAN 19, 2021 - FEB 19, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Forest River Inc. Wildcat WCF336RLS and WCF368MB

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : By using production records, plant was able to narrow it down to when the systems check person who checks the installation of the furnace and installs the furnace access door quit which was on 1/19/2021. PDI found the units on 2/18/2021 during their audit.

2021 - WCF366RLS - 8

2021 - WCF368MB - 8

Production Dates : JAN 19, 2021 - FEB 19, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The screws used were not sufficient to hold the furnace in place, which allows movement during travel causing a misalignment of the flue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potential for furnace exhaust to enter the living space of the trailer, which may result in personal injury or death.

Description of the Cause : The screws being used are not sufficient to hold the furnace in place, which allows movement during travel causing a misalignment of the flue.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On 2/24/2021, OCC was informed that during a routine audit by PDI, it was found that 2 units had a misaligned flue.

On 2/25/2021, members of OCC and Quality Control visited the plant to review the furnace installation process. At such time, it was found that the screws used to secure the furnace and base platform to the floor were not long enough, therefore, failing to properly secure the furnace to the floor. This would allow movement of the furnace during travel. In conversation with the Plant Manager, OCC learned that on 1/19/2021, the employee that does the systems checks at the stage where the furnace access door is installed resigned.

On 2/25/2021, plant began using a #8 3" coarse-threaded washer head screw and documented the unit. Plant also checked all online production and yard inventory and repaired as necessary.

On 3/1/2021, OCC finished gathering the scope of units based on the production records and the date employee resigned. New employee has been instructed the proper process of verifying the installation of the furnace before the furnace access door is installed.

On 3/5/2021, Corporate Recall Committee voted to Recall

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to the consumer. An authorized Forest River dealer or service center will need to perform the recall remedy to secure the furnace, and align the flue.

What is the Forest River Customer Service Phone Number? 574-296-7700

How Remedy Component Differs from Recalled Component : Two (2) #8 3" washer head screw will be used to hold the furnace and base platform to the floor.

Identify How/When Recall Condition was Corrected in Production : On 2/25/2021, OCC team met with Plant 15 production and reviewed the installation process. The screws being used to secure the furnace to the platform and floor were too short, not penetrating the floor properly. The plant will begin using #8 3" washer head screws that will hold the furnace and base platform to the floor.

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 14, 2021 - APR 14, 2021

Planned Owner Notification Date : APR 14, 2021 - APR 14, 2021

* NR - Not Reported