

# Part 573 Safety Recall Report

# 23V-375

**Manufacturer Name :** Forest River, Inc.**Submission Date :** MAY 26, 2023**NHTSA Recall No. :** 23V-375**Manufacturer Recall No. :** 500-1644**Manufacturer Information :**

Manufacturer Name : Forest River, Inc.

Address : 55470 CR 1

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

**Population :**

Number of potentially involved : 258

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Forest River Inc. East to West Della Terra Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope includes all vehicles since the inception of these models.

2023 DELLA TERRA DET175BHLE 69

2023 DELLA TERRA DET260BHLE 95

Grand Total - 164

Production Dates : NOV 02, 2022 - MAY 18, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 Forest River Inc. East to West Silver Lake Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope includes all vehicles since the inception of these models.

2023 SILVER LAKE SKT18BHLE 44

2023 SILVER LAKE SKT25BHLE 50

Grand Total - 94

Production Dates : NOV 02, 2022 - MAY 18, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

## Description of Defect :

Description of the Defect : The furnace may not have been installed according to the installation instructions provided by the furnace manufacturer. As such, the furnaces' cold air return may draw down the cooktop flame. If the cooktop flame is drawn down or extinguished by the furnace, it may lead to an unintended LP gas leak into the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the cooktop flame is drawn down or extinguished by the furnace, it may lead to an unintended LP gas leak into the vehicle. This condition may lead to an increased risk to a fire and/or explosion that may lead to personal injury.

Description of the Cause : Manufacturing error.

Identification of Any Warning that can Occur : An operator may see an inverted flame on the cooktop.

## Involved Components :

Component Name 1 : Furnace

Component Description : Furnace

Component Part Number : N/A

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On May 18, 2022, during a routine PDI Inspection, it was found that the cooktop may be pulling the cooktop flame down/inverted. The PDI facility communicated with the manufacturing plant and their assigned Corporate Standards Manager.

On May 19, 2022, the Corporate Standards Manager for the manufacturing plant communicated to Forest

Rivers Office of Corporate Compliance (“OCC”) of the concern. OCC opened a research item the same day.

On May 22, 2023, confirmed the makes and models of vehicles which the furnace was incorrectly installed since model(s) inception.

On May 26, 2023, the 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 Consumers and Dealers. An authorized Forest River Dealer or Service Center will need to perform the remedy. The furnace will be pulled out of the cabinet 1 3/8” as intended by the installation instructions. This allows for proper cold air return.

What is the Forest River Customer Service Phone Number? (574)  
264-6664

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

East to West  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
3000 CR 6 West  
Elkhart, IN 46514

**How Remedy Component Differs from Recalled Component :** Affected Component – Furnace  
Component Part Number N/A

As currently installed the furnace cannot draw cold air return properly which pulls the cooktop flame inverted.  
Pull furnace out of opening 1.375" as intended by installation instructions.  
This allows proper cold air return.

**Identify How/When Recall Condition was Corrected in Production :** The furnaces in the affected vehicles in Forest River control where remedied the week of May 22, 2023.

## 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 : JUL 05, 2023 - JUL 05, 2023

Planned Owner Notification Date : JUL 05, 2023 - JUL 05, 2023

\* NR - Not Reported