

# Part 573 Safety Recall Report

## 24V-137

**Manufacturer Name :** Forest River, Inc.

**Submission Date :** FEB 23, 2024

**NHTSA Recall No. :** 24V-137

**Manufacturer Recall No. :** 91-1740



### 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 : 98

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2024-2024 Forest River Inc. IBEX Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Since the inception of the models, the Cadet Heater(s) has been installed too close to the ceiling, which is out of compliance with the Cadet Heater installation instruction tag on the heater.

2024 IBEX BXTRVS1-91 42

2024 IBEX BXTRVS2-91 1

Grand Total 43

Production Dates : OCT 30, 2023 - FEB 14, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2024-2024 Forest River Inc. NO BO Travel Trailers

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

**Descriptive Information :** Since the inception of the models, the Cadet Heater(s) has been installed too close to the ceiling, which is out of compliance with the Cadet Heater installation instruction tag on the heater.

2024 NOBO NBTRVS1-91 55

Production Dates : OCT 30, 2023 - FEB 14, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : The Cadet Heater(s) may have been installed too close to the ceiling, which is out of compliance with the Cadet Heater installation instruction tag on the heater.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The heater may cause a fire, leading to property damage.

Description of the Cause : Engineering error.

Identification of Any Warning that can Occur : The ceiling panel may start to discolor.

### Involved Components :

Component Name 1 : Cadet Heater

Component Description : Cadet Heater, this is an installation issue, not a component failure.

Component Part Number : N/A

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

On February 9, 2024, the manufacturing plant received a single complaint from a dealer, in which the ceiling started discoloring above the Cadet Heater.

On February 16, 2024, the manufacturing plant met with the supplier of the Cadet Heater and had a review of the installation. The manufacturers' installation instructions appear to indicate how much clearance above the Cadet Heater is required. The installation instructions appear to only provide the minimum clearances required from the bottom, left, and right of the Cadet Heater. After looking at the physical component, the manufacturing plant located a sticker on the back of the Cadet Heater which dictates the required vertical clearance above the heater. The same day, the manufacturing plant notified Forest River's Office of Corporate

Compliance ("OCC") of the concern.

On February 19, 2024, OCC opened a research item into the concern.

On February 23, 2024, Forest River's Corporate Recall Committee voted to recall. A Stop Sale Notice is being issued immediately following the filing of this 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 Cadet heater will be installed lower in accordance with the vertical clearance listed on the heaters' wall mounted box.

What is the Forest River Customer Service Phone Number? (574) 642-1612

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:

IBEX & NOBO  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1492 Gerber St.  
Ligonier, IN 46767

How Remedy Component Differs from Recalled Component : Affected Component – Cadet Heater  
Replacement Component – Cabinet Face Frame, Cabinet Door, 120V Wiring and Junction Box

The heater will be installed lower in accordance with the vertical clearance listed on the heaters' wall mounted box.

Identify How/When Recall Condition was Corrected in Production : During the week of February 19, 2024, the manufacturing plant began installing the Cadet Heater lower in accordance with the vertical clearance listed on the heaters' wall mounted box.

Recall Schedule :

Description of Recall Schedule : Forest River has the utmost urgency in our recalls. Forest River will send suspected VINs 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 to push the mailing out as soon as NHTSA provides any correction(s) and an acknowledgment letter.

Planned Dealer Notification Date : APR 01, 2024 - APR 01, 2024

Planned Owner Notification Date : APR 01, 2024 - APR 01, 2024

\* NR - Not Reported