

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 53-1303

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

3/5/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Shasta Oasis Recreational Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

The water heater exhaust is too close to the refrigerator access door and excessive heat could cause the refrigerator access door to melt.

OWNERS: WHAT SHOULD YOU DO?

The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit www.forestriverinc.com to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 15 minutes. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

DEALERS: WHAT SHOULD YOU DO?

Please see the included remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
SHASTA CUSTOMER SERVICE	(574) 821-1311

Repair Codes:

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
53-1303	SB-657-03-00-003995	Install Deflector	0.25 hrs.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please send the service invoice to the following address:

Shasta
Forest River, Inc.
Attn: WARRANTY MANAGER
105 C.R. 14
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 53-1303 REMEDY INSTRUCTIONS

	Make(s): Shasta Oasis Model(s): SST20RB Model Year(s): 2021	Repair Code: SB-657-03-00-003995 Allotted Time: .25 hrs. Inspection Code: N/A Allotted Time: N/A
	Concern: The installation of the optional LP/Electric refrigerator is located too close in proximity to the water heater and the heat from the water heater exhaust has the potential to cause deformation to the refrigerator vent.	Photo(s) Required: No Prior Authorization Required: No Part(s) Number: N/A Part(s) Return: No

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

PARTS INCLUDED:

- Heat deflector

SHOP SUPPLIES NEEDED:

- Butyl Tape or Sealant

TOOLS REQUIRED:

- Screw Gun with Phillips Head

REPAIR PROCESS:

1. Make sure the water heater is disabled and the exhaust plate is cool to the touch.
2. Remove the Dometic water heater access door.
3. Remove securement OEM fasteners from the top of the water heater and place aside to reuse. Figure 1.
4. Carefully fold the top black flange of the water heater outward approximately 1/4" to 3/8".
5. Apply appropriate butyl tape or sealant to rear of the provided heat deflector covering the deflector's screw holes. Figure 2.
6. Insert heat deflector between black flange of the water heater and the sidewall. Make sure to center it over the exhaust plate with the holes aligned with the factory mounting holes. Figure 3.
7. Bend the black flange of the water heater back against the sidewall and reinstall OEM fasteners.
8. Reinstall water heater access door.

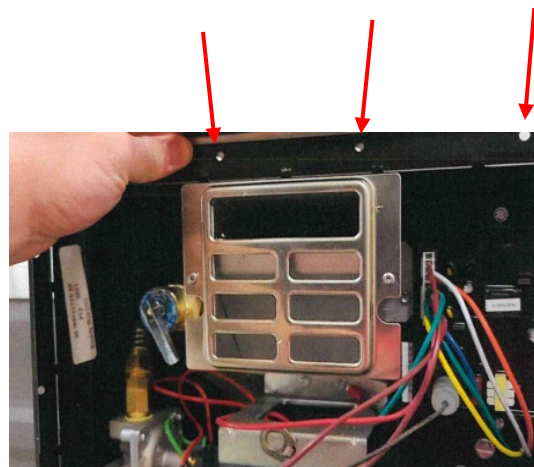


Figure 1



Figure 2

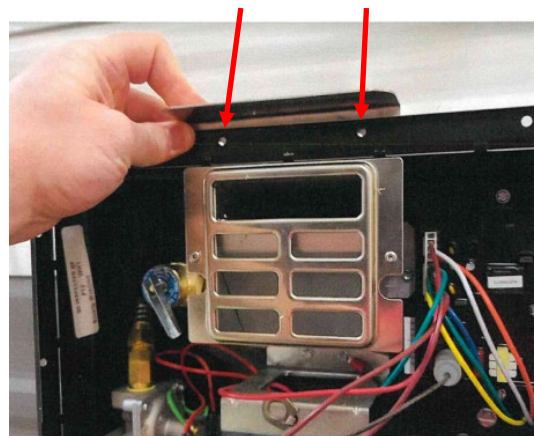


Figure 3