

TECHNICAL SERVICE BULLETIN



FOREST RIVER

DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

TECHNICAL SERVICE BULLETIN: 53-2073
SERVICE CAMPAIGN: 001302

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

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

June 2026

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2026 Shasta Oasis SST521CK, SST18FQ, and SST28BHS Travel Trailer 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 furnace was inconsistently installed with excessive gap to the cabinet.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-0856


DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
53-2073	SB-741-09-00-004840	INSPECTION AND PERFORM REMEDY	.40 HRS.

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 53-2073 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): SHASTA Model(s): SST18FQ, SST28BHS, SST521CK Model Year(s): 2026-2027	Repair Code: SB-741-09-00-004840 Allotted Time: .40 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The direct vent furnace was inconsistently installed with excessive gap to the cabinet.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: N/A Part(s) Return: NO

Turn off LP Gas at LPG Tank(s). 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.

1. REMOVE SCREWS FROM FURNACE FLUE ON THE EXTERIOR OF THE UNIT AND LOOSEN SEAL
2. REMOVE THE 2 SCREWS FROM THE FRONT OF THE FURNACE GRILL ON THE INTERIOR OF THE UNIT (SEE FIGURE 1)
3. REMOVE THE 2 SCREWS THAT SECURE THE FURNACE TO THE CLEAT ON THE FACEFRAME (SEE FIGURE 2)
4. AFTER SCREWS ARE REMOVED PUSH THE FURNACE BACK INTO THE OPENING UNTIL THERE IS 1 3/8" CLEARANCE FROM THE FACE OF THE CABINET (SEE FIGURE 3 FOR INSTALL INSTRUCTIONS)
5. WHEN 1 3/8" CLEARANCE FROM THE FACE OF THE CABINET IS ACHIEVED, SECURE THE FURNACE IN PLACE USING THE 2 SCREW HOLES ON THE BOTTOM OF THE FURNACE (REFER BACK TO FIGURE 2)
6. SCREW FURNACE GRILL BACK ON WITH 2 SCREWS
7. ON THE EXTERIOR OF THE UNIT REPLACE THE INTAKE TUBE WITH PROVIDED 5" INTAKE TUBE (SEE FIGURE 3 FOR PROPER OVERLAPS)
 - a. NOTE THIS WAS A 7" INTAKE TUBE THAT NEEDS REPLACED WITH A 5" INTAKE TUBE
8. ENSURE THAT EXHAUST FLUE IS STILL PROPERLY LINED UP AND OVERLAPPING PROPERLY
 - a. YOU SHOULD NOT HAVE TO CHANGE THE EXHAUST FLUE
9. RESECURE EXTERIOR FURNACE PLATE AND SEAL
10. CLAIM REPAIR CODE



FIGURE 1

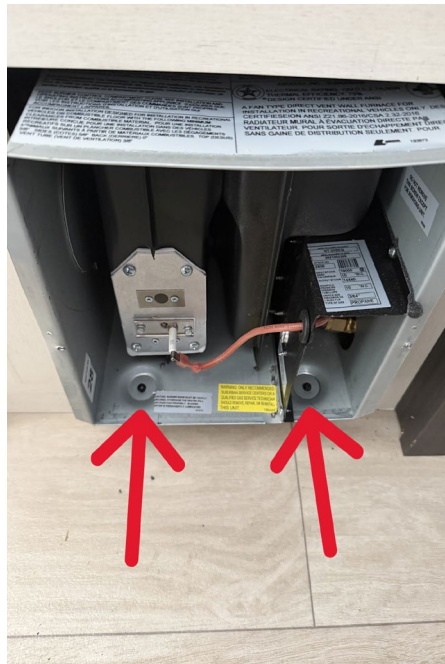



FIGURE 2

TECHNICAL SERVICE BULLETIN 53-2073 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): SHASTA Model(s): SST18FQ, SST28BHS, SST521CK Model Year(s): 2026-2027	Repair Code: SB-741-09-00-004840 Allotted Time: .40 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The direct vent furnace was inconsistently installed with excessive gap to the cabinet.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: N/A Part(s) Return: NO

Due to high temperatures, the unit should be located out of traffic and away from furniture and draperies.

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

Young children should be carefully supervised when they are in the same room as the unit.

Clothing or other flammable material should not be placed on or near the unit.

Any safety screen or guard removed for servicing the unit must be replaced prior to operating the unit.

The area around the unit must be kept clear from combustible materials, gasoline and other flammable vapors and liquids.

Installation and repairs should be done by a qualified service person. The unit should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners, and circulating air passageways of the unit be kept clean.

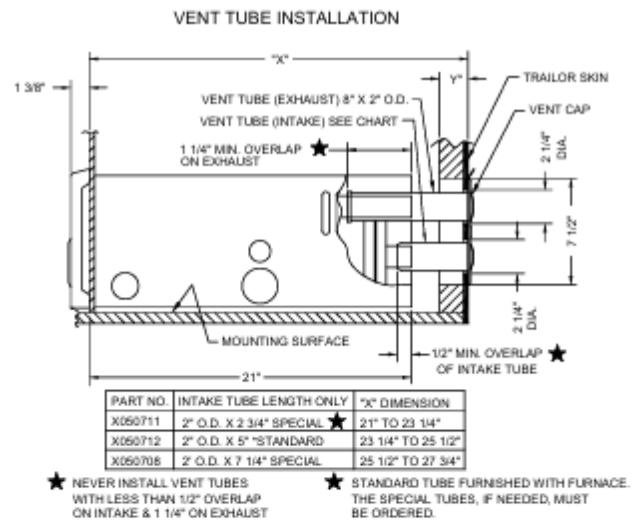


Figure 1

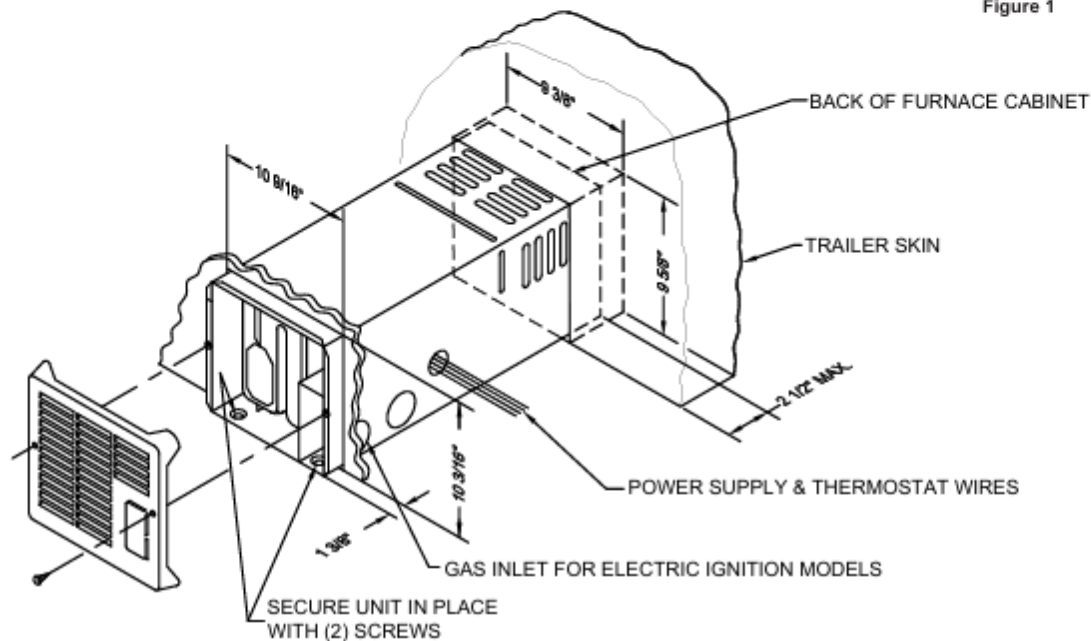


FIGURE 3

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
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Technical Service Bulletin:53-2073

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- o Safety
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<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

June 2026

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2026 Shasta Oasis SST521CK, SST18FQ, and SST28BHS Travel Trailer 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 furnace was inconsistently installed with excessive gap to the cabinet.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. 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 .40 hours. 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-0856

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
Attn: WARRANTY MANAGER
105 14th St.
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance