

Part 573 Safety Recall Report

20V-360

Manufacturer Name : Forest River, Inc.**Submission Date :** JUL 15, 2020**NHTSA Recall No. :** 20V-360**Manufacturer Recall No. :** 47-1175**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 : 176

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Forest River Inc. Surveyor

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The manufacturing plant was able to identify the vehicle population by using manufacturing records where a specific 30K BTU furnace was used without an outside access vent in production.

| | | | |
|-------------|---------------|------|-----|
| Surveyor | SVT240BHLE-47 | 2020 | 12 |
| Surveyor | SVT241RBLE-47 | 2020 | 4 |
| Surveyor | SVT243RBS-47 | 2020 | 3 |
| Surveyor | SVT247BHDS-47 | 2020 | 19 |
| Surveyor | SVT248BHLE-47 | 2020 | 21 |
| Surveyor | SVT250FKS-47 | 2020 | 27 |
| Surveyor | SVT252RBLE-47 | 2020 | 19 |
| Surveyor | SVT267RBSS-47 | 2020 | 21 |
| Surveyor | SVT271RLS-47 | 2020 | 7 |
| Surveyor | SVT287BHSS-47 | 2020 | 29 |
| Surveyor | SVT295QBLE-47 | 2020 | 14 |
| Grand Total | | | 176 |

Production Dates : APR 16, 2019 - MAR 06, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The furnace may not be properly secured inside the furnace cabinet

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The furnace not being secured may allow the furnace to move freely inside

Description of the Safety Risk : the cabinet and possibly detach from the exhaust vent, which may allow carbon monoxide to enter the vehicle, which may lead to carbon monoxide poisoning, personal injury or death.

Description of the Cause : Manufacturing did not follow the installation instructions and install fasteners to secure the furnace to body of the vehicle.

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 5.22.20 a Surveyor was at the manufacturing plant for service when the plant found the furnace was not secured to the floor. The manufacturing plant began a review of the installation of the furnace in manufacturing and found the furnaces to have been secured correctly. The plant reviewed finished vehicles and found an additional three furnaces that had not been secured correctly.

On 6.12.20, the manufacturing plant contacted Forest River's Office of Corporate Compliance ("OCC") to report the issue and what their investigation has revealed. OCC immediately opened an investigation into this concern.

On 6/19/2020 Forest River's Corporate Recall Committee voted to recall.

On 7/10/2020 Forest Rivers Manufacturing plant alerted Forest River's Office of Corporate Compliance (OCC) that there were other models affected that were not listed in the original filing. 7/15/2020 Amending recall to reflect the corrections in models and quantities. All consumers will be notified.

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 remedy to secure the furnace.

What is the Forest River Customer Service Phone Number? 503-376-8141

How Remedy Component Differs from Recalled Component : The furnace will now be properly secured.

Identify How/When Recall Condition was Corrected in Production : On 5/22/2020 the manufacturing plant began following the installation instructions during production.

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 29, 2020 - JUL 29, 2020

Planned Owner Notification Date : JUL 29, 2020 - JUL 29, 2020

* NR - Not Reported