

# Part 573 Safety Recall Report

## 20V-482

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

**Submission Date :** AUG 14, 2020

**NHTSA Recall No. :** 20V-482

**Manufacturer Recall No. :** 22-1219



### 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 :** 643

**Estimated percentage with defect :** 100 %

### Vehicle Information :

Vehicle 1 : 2019-2021 Forest River Inc. Salem SMT167RB-OR, SMT170SS-OR, SMT171RBXL-OR, SMT179DBK-OR, SMT181RT-OR, SMT210RBXL-OR, SMT220BHXL-OR, SMT260RT-OR

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The plant was able to determine the affected vehicles by using production records as to when a new employee started installing the tanks and failed to follow manufacturing standards

Salem	SMT167RB-OR	2020	6
Salem	SMT167RB-OR	2021	9
Salem	SMT170SS-OR	2019	5
Salem	SMT170SS-OR	2020	13
Salem	SMT170SS-OR	2021	11
Salem	SMT171RBXL-OR	2019	27
Salem	SMT171RBXL-OR	2020	24
Salem	SMT171RBXL-OR	2021	5
Salem	SMT179DBK-OR	2019	9
Salem	SMT179DBK-OR	2020	26
Salem	SMT179DBK-OR	2021	28
Salem	SMT181RT-OR	2019	18
Salem	SMT181RT-OR	2020	12
Salem	SMT181RT-OR	2021	22
Salem	SMT210RBXL-OR	2019	9
Salem	SMT210RBXL-OR	2020	8
Salem	SMT210RBXL-OR	2021	3
Salem	SMT220BHXL-OR	2019	16
Salem	SMT220BHXL-OR	2020	16
Salem	SMT220BHXL-OR	2021	10
Salem	SMT260RT-OR	2020	18
Salem	SMT260RT-OR	2021	16

Production Dates : AUG 10, 2018 - AUG 05, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2019-2021 Forest River Inc. Wildwood WDT167RB-OR, WDT170SS-OR,  
WDT171RBXL-OR, WDT179DBK-OR, WDT210RBXL-OR, WDT220BHXL-OR

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The plant was able to determine the affected vehicles by using production records as to when a new employee started installing the tanks and failed to follow manufacturing standards

Wildwood	WDT167RB-OR	2019	14
Wildwood	WDT167RB-OR	2020	19
Wildwood	WDT167RB-OR	2021	8
Wildwood	WDT170SS-OR2019	2019	16
Wildwood	WDT170SS-OR2020	2020	22
Wildwood	WDT170SS-OR2021	2021	13
Wildwood	WDT171RBXL-OR	2019	18
Wildwood	WDT171RBXL-OR	2020	16
Wildwood	WDT171RBXL-OR	2021	2
Wildwood	WDT179DBK-OR	2019	13
Wildwood	WDT179DBK-OR	2020	38
Wildwood	WDT179DBK-OR	2021	42
Wildwood	WDT181RT-OR	2019	18
Wildwood	WDT181RT-OR	2020	12
Wildwood	WDT181RT-OR	2021	7
Wildwood	WDT210RBXL-OR	2019	7
Wildwood	WDT210RBXL-OR	2020	5
Wildwood	WDT210RBXL-OR	2021	5
Wildwood	WDT220BHXL-OR	2019	23
Wildwood	WDT220BHXL-OR	2020	14
Wildwood	WDT260RT-OR	2020	15
Wildwood	WDT260RT-OR	2021	5

Production Dates : JUN 27, 2018 -JUL 16, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

### Description of Defect :

Description of the Defect : The fresh water tank may not be secured properly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : f the tank comes loose from the frame this could cause property damage, personal injury or result in a crash.

Description of the Cause : The new employee was not following manufacturing standards and it was determined that the tank support was insufficient.

Identification of Any Warning None  
that can Occur :

## 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 :

In June of 2020 the manufacturing plant received a complaint that the fresh water tank had fallen loose. The manufacturing plant retrained the department lead and verified the person that installs tanks and tank bars is correctly installing to ensure proper installation. Also immediately all vehicles in Forest Rivers possession were inspected.

In July of 2020 the manufacturing plant received a complaint of a fresh water tank falling loose. The plant began monitoring complaints and claims regarding all tank concerns.

The week of August 3, 2020 the manufacturing plant received another complaint of a fresh water tank falling loose and contacted Forest Rivers Office of Corporate Compliance (OCC) an investigation began immediately. All complaints were reviewed and it was determined during the week of August 10, 2020 a total of 7 complaints were found.

On August 14, 2020 Forest Rivers Corporate Recall Committee voted to recall.

## Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor to secure the holding tank. A Forest River Dealer or Service Center will need to perform the remedy.

What is the Forest River Customer Service Phone Number? (503)  
831-5410

How Remedy Component Differs from Recalled Component : The tank will now be properly secured with the correct amount of fasteners

Identify How/When Recall Condition was Corrected in Production : In June 2020, the manufacturing plant retrained the department lead and verified the person that installs tanks and tank bars is correctly installing to ensure proper installation.

## 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 : SEP 23, 2020 - SEP 23, 2020

Planned Owner Notification Date : SEP 23, 2020 - SEP 23, 2020

\* NR - Not Reported