

Part 573 Safety Recall Report

21V-575

Manufacturer Name : Forest River, Inc.

Submission Date : SEP 22, 2021

NHTSA Recall No. : 21V-575

Manufacturer Recall No. : 51-1389



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 : 29

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Forest River Inc. Prime Time Tracer TRT22RBS

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Using Production records from when the new water heater was shipped from the supplier, the manufacturing plant was able to determine the affected vehicles.
TRT22RBS - 29

Production Dates : JAN 07, 2021 - FEB 17, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The tail lamp is located too close to the water heater exhaust. This condition allows the high exhaust temperature to melt the tail lamp lens, which can lead to distortion of the tail lamp possibly causing it to become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A distorted or an inoperative lens may lead to motorists not knowing the intentions of the tow vehicle operator that, which could lead to a crash, and possible injury.

Description of the Cause : The tail lamp is located too close to the water heater exhaust. This condition allows the high exhaust temperature to melt the tail lamp lens.

Identification of Any Warning that can Occur : An operator may notice the tail lamp lens is melted or not functioning

Involved Components :

Component Name 1 : Tail Lamp

Component Description : Tail Lamp

Component Part Number : 20X56450A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Forest River Prime Time - Tracer received a dealer complaint on June 30, 2021 for a melted tail lamp due to the water heater exhaust. On July 14, 2021, Forest River Prime Time - Tracer received another claim on a separate vehicle with the same failure of the tail lamp.

During the week of July 15-16, 2021 Forest River Prime Time began working with their engineers and the vendor to determine why the tail lamp would melt. It was found that the supplier had changed the style of the water heater, along with adding a 12" vertical clearance during installation from any combustible materials. The previously shipped water heater did not have this clearance necessity during install. On July 19-20, 2021 Forest River Primetime alerted OCC of their findings as stated above supplied all vehicles affected, along with the remedy for units that have shipped with this water heater.

On July 23, 2021, Forest Rivers Corporate Recall Committee voted to Recall.

A-1 On September 22, 2021, the remedy for this recall had to be changed due to the originally remedy was unsuccessful in the field. The new remedy is to replace the current tail lamp with a flush mount tail lamp.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to the consumer and dealer. An authorized Forest River Dealer will need to perform the remedy. A-1 A flush mount tail lamp will be installed.

What is the Forest River Customer Service Phone Number? (574)
862-1025

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:

Primetime
Forest River, Inc.
Attn: WARRANTY MANAGER
200 SR 19 N Building 2
Wakarusa, IN 46573

How Remedy Component Differs from Recalled Component : The supplier began shipping the manufacturing plant a new water heater design in January 2021. Prior water heater models from the specific supplier did not require a minimum vertical clearance of 12" from the water heater exhaust. The manufacturing plant has relocated the water heater to a new location beginning with the next scheduled production run of these vehicles. Involved Components - Tail Lamp: 20X56450A, Atwood Water Heater: F100216036
Replacement Components Same Tail Lamp: 20X56450A, Suburban Water Heater: 70A04822A

Identify How/When Recall Condition was Corrected in Production : The manufacturing plant has relocated the water heater to a new location beginning with the next scheduled production run of this specific vehicle, beginning August 9, 2021.

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 06, 2021 - SEP 06, 2021

Planned Owner Notification Date : SEP 06, 2021 - SEP 06, 2021

* NR - Not Reported