

Part 573 Safety Recall Report

21V-621

Manufacturer Name : Forest River, Inc.

Submission Date : AUG 09, 2021

NHTSA Recall No. : 21V-621

Manufacturer Recall No. : 22-1400



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 : 336

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 Forest River Inc. Salem Travel Trailers

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The time period was the same as recall 20V482.

Original scope for recall was pulled three months prior to the oldest unit with the reported failure of tank not being properly secured. That time also covers the entire employment period from date of hire to date of quit for the tank installer who installed these tanks. The issue has only occurred with small tanks that do not require tank straps. As a result, we included all VINs for those particular models. See Attached Document for Model Listings

Production Dates : JUN 28, 2018 - AUG 06, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2021 Forest River Inc. 2019 - 2021 Wildwood Travel Trailers

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The time period was the same as recall 20V482.

Original scope for recall was pulled three months prior to the oldest unit with the reported failure of tank not being properly secured. That time also covers the entire employment period from date of hire to date of quit for the tank installer who installed these tanks. The issue has only occurred with small tanks that do not require tank straps. As a result, we included all VINs for those particular models.

See Attached for model and quantity listing

Production Dates : JUL 20, 2018 - AUG 20, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2021 Forest River Inc. Stealth EVO Travel Trailers

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : The time period was the same as recall 20V482.

Original scope for recall was pulled three months prior to the oldest unit with the reported failure of tank not being properly secured. That time also covers the entire employment period from date of hire to date of quit for the tank installer who installed these tanks. The issue has only occurred with small tanks that do not require tank straps. As a result, we included all VINs for those particular models. See Attached for model and quantity listing

Production Dates : OCT 09, 2019 - AUG 25, 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 : If 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 that can Occur : None

Involved Components :

Component Name 1 : Single Axle Tank

Component Description : Single Axle Tank

Component Part Number : VR24597WFR

Component Name 2 : Single axle tank bracket (Floater)

Component Description : Single axle tank bracket (Floater)

Component Part Number : 1565A

Component Name 3 : Double axle tank

Component Description : Double axle tank

Component Part Number : 105032002

Component Name 4 : Double axle tank bracket (floater)

Component Description : Double axle tank bracket (floater)

Component Part Number : 157274

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

We received a complaint from Transport Canada on Monday 8/2/2021 regarding a customer with a T233 model unit who had experienced the tank brackets fail on his unit. The bracket appeared to only have a single self-lag securing the bracket on each side and was built during the same time frame of the recalled units for 20V482. Upon further investigation it was found that other models and units were within the time frame of 20V482 and should have been included in the original recall but were missed.

On 8/6/2021 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 fresh water 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

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:

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

Single Axle Tank - VR24597WFR

Double axle tank - 105032002

Single axle tank bracket (Floater) 1565A

Double axle tank bracket (floater) 157274

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 19, 2021 - SEP 19, 2021

Planned Owner Notification Date : SEP 19, 2021 - SEP 19, 2021

* NR - Not Reported