

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000515

# Forest River, Inc.

## RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: #####

Safety Advisory:#####

## SAFETY RECALL NOTICE

«Owner\_name»

«Street»

«Street\_2»

«City\_State\_Zip»

«Country»

VIN: «VIN»

Dear «Owner\_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Forest River, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model 2005 – 2011 Charleston and Berkshire motor homes As a result, Forest River, Inc. is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

It has been decided some IOTA ITS-50R transfer switches are experiencing heat related failures when exposed to the elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 240V circuit. **Continued use of the vehicle without replacing the transfer switch increases the risk of a fire, personal injury, and property damage.**

Forest River, Inc. representatives have been in contact with the staff at your selling dealership regarding this situation. **The remedy is to replace the IOTA ITS-50R transfer switch with a different brand transfer switch supplied by Forest River, Inc.** Except in cases which already had the IOTA Transfer switch replaced with a different brand. Those vehicles need no further action. The service and parts required for this corrective action will be provided at no charge to you.

**As soon as possible, please make an appointment to have your RV serviced by your dealership.** The labor time to perform this correction is approximately one hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Forest River, Inc. by calling 1-574-295-2117 or 574-522-1583.

If after contacting Forest River, Inc. Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.)

Thank you for your attention and cooperation in this matter.

Sincerely,

**Forest River, Inc.**

Randy Houser

Warranty Manager

cc: National Highway Traffic Safety Administration (NHTSA)



**RECEIVED**

By Recall Management Division at 9:31 am, Jul 16, 2012

12V-341  
(3 pages)

**Forest River, Inc.**

**55470 County Road 1**

**P.O. Box 3030**

**Elkhart, Indiana 46515-3030**

July 13, 2012

Dan Smith

Associate Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, D.C. 20590

**Re: Defect Information Notice FL-611, Cummins V-Band Clamp Recall**

Mr. Smith:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Forest River Inc. reports a safety campaign to recall approximately 850 Berkshire and Charleston Motor Homes manufactured January 2005 through September 2010, and equipped with IOTA ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures.

Attached is Forest River's Defect Information Report.

Please contact me if you have any questions.

Sincerely yours,

Jim Ely

FR000516

# Forest River, Inc.

55470 County Road 1  
P.O. Box 3030  
Elkhart, Indiana 46515-3030

## Defect Information Report (Section 573.6)

July 13, 2012

**(c)(2) Manufacturer:** Forest River, Inc.  
P.O. Box 3030  
Elkhart, Indiana 46515-3030  
(574) 389-4600

**Brands:** Berkshire and Charleston

**(c)(2) Vehicles identification:**

**Models affected:**

Berkshire: 360QS, 360FWS, 390BH, 390RB, 390QS, 390TS, 390FL and 410QS  
Charleston: 360QS, 360TS, 400QS, 400TS, 410FWS, 410FS, 410QS, 410DST  
410LR, 410FK, 405QS, 430QS, 430RB, 430BH

**Model Years:** 2005 - 2011

**Manufacture Dates:** January 2005 to September 2010

**Basis for Determining Population:** All vehicles equipped with an IOTA ITS-50R Transfer Switch

**Component Manufacturer if other than the vehicle manufacture:**

IOTA Engineering PO Box 11846 1301 E. Wieding Rd  
Tucson, AZ 85706 Contact: Steve Shell President/CEO

**(c)(3) Total Number of Vehicles Potentially Affected:** Approximately 850  
Motor Homes in the United States

**(c)(4) Percentage of Vehicles Estimated to Contain the Defect:** 100%

**(c)(5) Description of the Defect:** Forest River Inc. reports a safety campaign to recall approximately 850 Berkshire and Charleston Motor Homes manufactured January 2005 through September 2010, and equipped with IOTA ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 120V circuit. Continued use of the vehicle without replacing the transfer switch increases the risk of fire, personal injury, and property damage.

## **Forest River, Inc.**

**55470 County Road 1**

**P.O. Box 3030**

**Elkhart, Indiana 46515-3030**

**49CFR Section 577.5(f) Evaluation of Safety Risk:** IOTA ITS-50R Transfer Switch which may be experiencing heat related failures when exposed to elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 120V circuit. Continued use of the vehicle without replacing the transfer switch increases the risk of fire, personal injury, and property damage.

**(c)(6) Chronology of Principle Events:**

Basis for determining a defect exists. Forest River, Inc. noticed an increase in transfer switch failures in the summer of 2011. After returning the damaged transfer switches to Iota for their inspection, and after Forest River, Inc. engineering and production reviewed the failed switches we have decided to replace the Iota transfer switch with different transfer switch.

**(c)(7) Noncompliance-test or other data:** Not applicable

**(c)(8) Remedial program:**

IOTA ITS -50R Transfer Switch is to be replaced with a different brand transfer switch supplied by Forest River.

**Estimated Owner and Dealer Notification Date:** Forest River will notify Dealers and Owners of the recall by letter beginning August 2012. Forest River will administer this recall campaign and will be filing Quarterly Reports in connection with this recall campaign.

**(c)(9) Information for tire recalls:** Not Applicable

**(c)(10) Communications sent to dealers and owners:** Copies of the Owner and Dealer letters are attached.

**(c)(11) Manufacturer's campaign number:** Forest River Safety Advisory # 40-712

## Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: 01/23/2013 Calendar Quarter: 4th

Safety Recall Quarterly Report from 10/01/2012 through 12/31/2012

Manufacturer: Forest River Inc

Report Author: Julie Browning Phone: (574) 295-2228

Recall Subject: IOTA Transfer Switch Replacement

1. NHTSA Safety Recall Campaign Number: 12V-341

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code; 40-712

2. (a) The date notification to purchasers began: 07/11/2012

(b) The date notification of purchasers was completed: 08/06/2012

3. The Total Number of Vehicles Involved: 1069

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer)

4. (a) Total Number Inspected & Remedied: 224

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 60

Total number of vehicles in the recall and inspected, but determined to NOT REQUIRE REMIDIAL or recall repair work.

### 5. Vehicles Determined to be Un-reachable

Total Number Exported: \_\_\_\_\_

Total Number Stolen: \_\_\_\_\_

Total Number Scrapped: \_\_\_\_\_

Total Number Unable to Notify: 78

Total Number Otherwise Un-reachable: \_\_\_\_\_

Describe Other: \_\_\_\_\_

Any Questions please contact Mrs. Kelly Schular or Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882



## Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: 04/05/2013 Calendar Quarter: 1st

Safety Recall Quarterly Report from 01/01/2013 through 03/31/2013

Manufacturer: Forest River Inc

Report Author: Julie Browning Phone: (574) 295-2228

Recall Subject: IOTA Transfer Switch Replacement

1. NHTSA Safety Recall Campaign Number: 12V-341

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code; 40-712

2. (a) The date notification to purchasers began: 7/11/2012

(b) The date notification of purchasers was completed: 08/06/2012

3. The Total Number of Vehicles Involved: 1069  
The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer)

4. (a) Total Number Inspected & Remedied: 280  
Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 66  
Total number of vehicles in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

### 5. Vehicles Determined to be Un-reachable

Total Number Exported: \_\_\_\_\_

Total Number Stolen: \_\_\_\_\_

Total Number Scrapped: \_\_\_\_\_

Total Number Unable to Notify: 78

Total Number Otherwise Un-reachable: \_\_\_\_\_

Describe Other: \_\_\_\_\_

Any Questions please contact Mrs. Kelly Schular or Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882

## Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: 7/2/2013 Calendar Quarter: 2nd

Safety Recall Quarterly Report from 4/1/2013 through 6/30/2013

Manufacturer: Forest River Inc

Report Author: Julie Browning Phone: (574) 295-2228

Recall Subject: IOTA Transfer Switch Replacement

1. NHTSA Safety Recall Campaign Number: 12V-341

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code; 40-712

2. (a) The date notification to purchasers began: 7/11/2012

(b) The date notification of purchasers was completed: 08/06/2012

3. The Total Number of Vehicles Involved: 1069

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer)

4. (a) Total Number Inspected & Remedied: 294

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 67

Total number of vehicles in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

### 5. Vehicles Determined to be Un-reachable

Total Number Exported: \_\_\_\_\_

Total Number Stolen: \_\_\_\_\_

Total Number Scrapped: \_\_\_\_\_

Total Number Unable to Notify: 78

Total Number Otherwise Un-reachable: \_\_\_\_\_

Describe Other: \_\_\_\_\_

Any Questions please contact Mrs. Kelly Schular or Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882



## Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: 10/01/2013 Calendar Quarter: 3rd

Safety Recall Quarterly Report from 7/1/2013 through 9/30/2013

Manufacturer: Forest River Inc

Report Author: Julie Browning Phone: (574) 295-2228

Recall Subject: IOTA Transfer Switch Replacement

1. NHTSA Safety Recall Campaign Number: 12V-341

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code; 40-712

2. (a) The date notification to purchasers began: 07/11/2012

(b) The date notification of purchasers was completed: 08/06/2012

3. The Total Number of Vehicles Involved: 1069

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer)

4. (a) Total Number Inspected & Remedied: 305

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 67

Total number of vehicles in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

### 5. Vehicles Determined to be Un-reachable

Total Number Exported: \_\_\_\_\_

Total Number Stolen: \_\_\_\_\_

Total Number Scrapped: \_\_\_\_\_

Total Number Unable to Notify: 78

Total Number Otherwise Un-reachable: \_\_\_\_\_

Describe Other: \_\_\_\_\_

Any Questions please contact Mrs. Kelly Schular or Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882

## Vehicle Safety Recall Quarterly Report Information

Required per 49 CFR Part 573.6

Report Date: 1/9/2014 Calendar Quarter: 4th

Safety Recall Quarterly Report from 10/1/2013 through 12/31/2013

Manufacturer: Forest River Inc

Report Author: Julie Browning Phone: (574) 295-2228

Recall Subject: IOTA Transfer Switch Replacement

1. NHTSA Safety Recall Campaign Number: 12V-341

Also, for completeness, if your company has assigned a code number to this campaign, please provide your code; 40-712

2. (a) The date notification to purchasers began: 7/11/2012

(b) The date notification of purchasers was completed: 08/06/2012

3. The Total Number of Vehicles Involved: 1069

The total number of vehicles involved in the subject campaign (including all items sold or distributed to purchasers, dealers, distributors, and similar entities beyond the immediate control of the manufacturer/importer)

4. (a) Total Number Inspected & Remedied: 313

Total number of vehicles which were inspected and/or otherwise repaired or remedied.

(b) Total Number Inspected & NOT REQUIRING REMEDY: 69

Total number of vehicles in the recall and inspected, but determined to NOT REQUIRE REMEDIAL or recall repair work.

### 5. Vehicles Determined to be Un-reachable

Total Number Exported: \_\_\_\_\_

Total Number Stolen: \_\_\_\_\_

Total Number Scrapped: \_\_\_\_\_

Total Number Unable to Notify: 78

Total Number Otherwise Un-reachable: \_\_\_\_\_

Describe Other: \_\_\_\_\_

Any Questions please contact Mrs. Kelly Schular or Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000524

# Forest River, Inc.

July 11, 2012

## **SAFETY ADVISORY # 40-712**

### **IOTA Transfer Switch Replacement**

Forest River, Inc. is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided some IOTA ITS-50R transfer switches are experiencing heat related failures when exposed to the elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 120V circuit. Continued use of the vehicle without replacing the transfer switch increases the risk of a fire, personal injury, and property damage.

#### **Models Included:**

2006-2010 Berkshire Motor Homes (all models)

2005-2010 Charleston Motor Homes (all models)

**Parts Required per Unit:** Transfer Switch 40E09926A

#### **Grey wire - Application**

2) 90degree elbows 40E11919A

1) Connector 40E08267A

#### **Black wire - Application**

3) Connector 40E08267A

All parts will be sent at no charge to you

**Note:** The order for this part number must contain the VIN and no other parts may be on the order.

- Tools Required:**
- #2 Square Screwdriver - Inch Pound Torque Screw Driver (if available)
  - #2 Phillips Screwdriver
  - You may also need a 1-1/12 " hole saw for the Romex connector
  - 5/32" or 4mm Allen wrench



**INSTRUCTIONS****ONE: PREPARING THE MOTOR HOME**

**Step 1** Locate the motor home on a level, flat and hard surface. Chock the wheels.

**Step 2** Disconnect all sources of electrical power including:

- Unplug the Shore Cord and Stow Cord
- Disconnect the Ground Cables on all Batteries
- Shut Off the Generator and Turn Off the Breakers
- Turn Off and Disconnect all 120V Aftermarket Equipment such as Inverters

**WARNING**

**FAILURE TO REMOVE ALL SOURCES OF ELECTRICAL POWER CAN RESULT IN PERSONAL INJURY.**

**TWO: REPLACE THE TRANSFER SWITCH**

**Step 1** Inspect the Transfer Switch to verify it is an IOTA ITS-50R as shown in Figure 1. If it is not an IOTA ITS-50R - go to Warranty Reimbursement and submit a claim for Inspection Only. No further action is necessary.

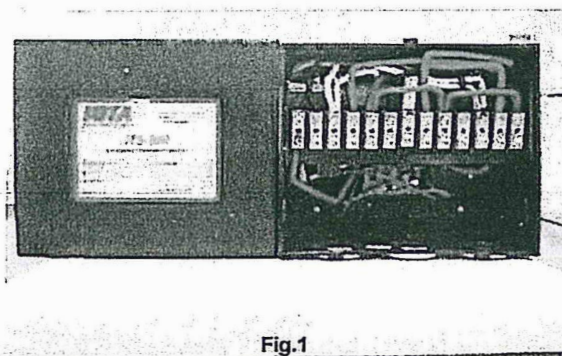


Fig.1

**Step 2** Remove the cover of the transfer switch.

**Step 3** To prevent electrical shock use a voltmeter to verify that all circuits in the transfer switch are de-energized.

**Step 4** Label the external wires coming into the transfer switch (Generator, Power Cord and Control Panel). Loosen the screws and remove these 3 sets of wires. **IMPORTANT - If any of the wires are damaged in any way, cut the damaged section of wire back to the point it is good.**

**Step 5** Remove the IOTA ITS-50R transfer switch. **Do not discard - see PART RETURN for Further instructions.**

**Step 6** Install the replacement transfer switch supplied by Forest River, Inc.

1/5/2012

- Step 7** Connect the Generator, Power Cord, and Control Panel wires where indicated on the new transfer switch. Check wire color (Black or Grey) at location indicated by arrow Figure 2 and use fitting indicated in parts list. The ground wires connect where Shown in Figure 2.

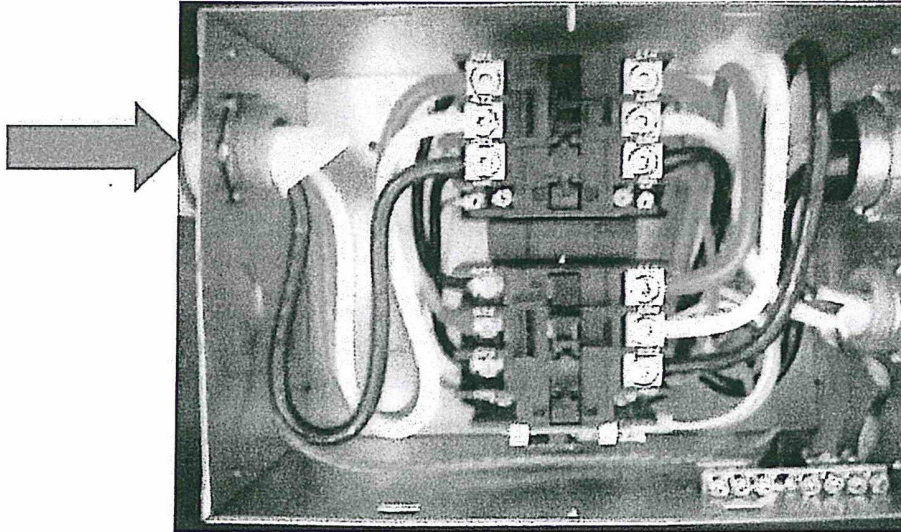


Fig. 2

- Step 8** Torque all wire connections to value indicated on the transfer switch.
- Step 9** Install cover on transfer switch.
- Step 10** Reconnect power sources disconnected in Step 2.
- Step 11** Test operation of transfer switch by verifying correct voltage and polarity inside the unit from Power Cord and Generator.

#### WARRANTY REIMBURSEMENT

**CLAIMS FOR THIS SAFETY ADVISORY MUST BE ON A SEPARATE CLAIM**

**ONLY ONE OF THE FOLLOWING MAY BE CLAIMED**

##### **INSPECTION ONLY**

Submit the claim on Forest River, Inc. Warranty claim form with **Flat Rate Code # 40-009110** and **Safety Advisory # 40-712** noted in the customer complaint section of the form. The amount of time authorized for this repair is 0.3 hours.

##### **REPLACEMENT**

Submit the claim on Forest River, Inc. Warranty claim form with **Flat Rate Code # 40-009120** and **Safety Advisory # 40-712** noted in the customer complaint section of the form. The amount of time authorized for this repair is 2.0 hours.

**NOTE:** Please supply a picture of black IOTA transfer switch that is being changed out.



**PART RETURN**

**US** - No part return is required. Render the transfer switch inoperative by removing and destroying the printed circuit board as shown in Figure 3. Discard the transfer switch.

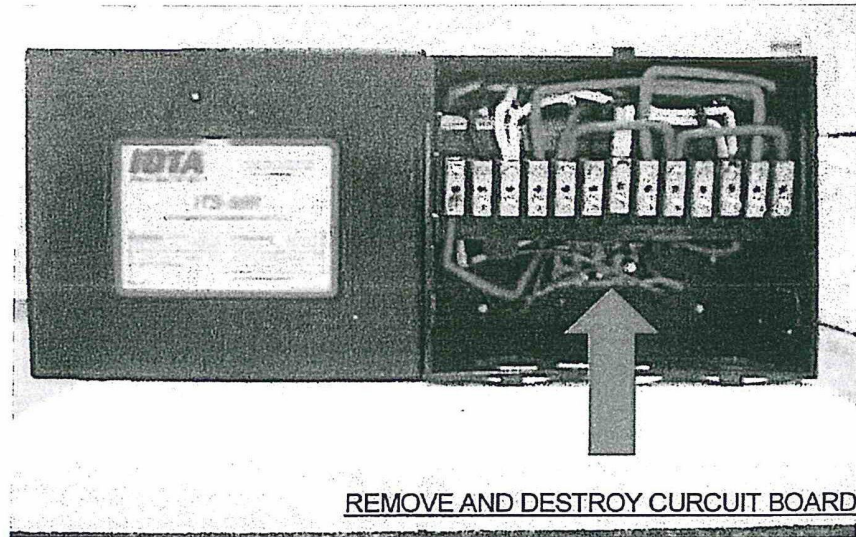


Fig. 3

**Canada** - No part return is required. Render the transfer switch inoperative by removing and destroying the printed circuit board as shown in Figure 3. Discard the transfer switch.

**IMPORTANT - AT NO TIME IS A PART REMOVED FOR A RECALL REMEDY TO BE RESOLD OR REUSED.**

If you have any questions, please call Customer Service at:

Forest River, Inc.

Diesel Division

Berkshire & Charleston Motor Homes

574-295-2117

574-522-1583

1/5/2012

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000532

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09V-058  
(11 Pages)

PC1 FEB 19 AM 10:47



Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports** (1)

On January 19<sup>th</sup>, 2009, Glaval Bus in conjunction with Daimler Trucks North America [MFR] decided that a defect which relates to motor vehicle safety (a noncompliance with Federal Motor Vehicle Safety Standard 403, S6.1) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **February 16th, 2009.**

Furnish the manufacturer's identification code for this recall (if applicable): 08V-137

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Rob Froelich, Design Engineer**

Telephone Number: **(574) 262-2212 ext. 3665** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Rob Froelich**  
**Design Engineer**

Signed:

(1) Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

**\*\*Please see attached documentation labeled "Supplement Documentation"\*\*\***

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:  
\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:  
\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:  
\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

Vehicles produced during recall timeline: 2391  
Vehicles involved in recall: 117 USA; 2 Canada – Total Of 119 Units  
Percentage of recalled vehicles vs. produced: 4.977%

**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially
-------------------	------	--------------------------

Involved:

\*\*Please see attached documentation labeled "Supplement Documentation" \*\*

Total Number Potentially Affected by the Recall: 119

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Daimler Trucks North America LLC supplied us (Glaval Bus) with VIN's of the vehicles affected.

**III. Describe the Defect or Noncompliance**

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Installation of a four-piece spindle nut set with a thin spindle nut. The thin spindle nut is located in the wheel hub assembly.

Describe the cause(s) of the defect or noncompliance condition.

The current spindle nut has 2 ½ threads. The new spindle nut has 5 ½ threads, and constructed of a harder steel.

Describe the consequence(s) of the defect or noncompliance condition.

Continued operation may result in wheel separation and a possible vehicle crash.

Identify any warning which can (a) precede or (b) occur.

Noise/vibration that will be noticeable to the driver and the ABS warning light will illuminate.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Daimler Trucks North America LLC  
P.O. Box 4090, Portland, OR 97208-4090, USA

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Nasser Zamani, Sr. Manager, Compliance and Regulatory Affairs



**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

The following statement was taken from Daimler's report: "Reports of wheel separations involving vehicles outside of FL 424 (04V-272) prompted investigations into the effectiveness of the remedy."

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

**V. Identify the Remedy**

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

The existing four-piece spindle set will be replaced with a more robust nut set using a thicker, harder inner nut and a new hub cap. Parts are now available for authorized dealers to order for the repair, and the recall condition will be corrected free of charge to the user.

Note: If the user already paid to have this recall condition corrected they may be eligible for reimbursement. Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to the dealer for consideration for reimbursement:

Provide original or clear copies of all receipts, invoices, and repair orders that show:

- o The name and address of the person who paid for the repair.
- o The VIN of the vehicle that was repaired.
- o What problem occurred, what repair was done, when the repair was done.
- o Who repaired the vehicle.
- o The total cost of the repair expense that is being claimed.
- o Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

The existing four-piece spindle set will be replaced with a more robust nut set using a thicker, harder inner nut and a new hub cap.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The recalled component is a wheel bearing adjusting nut consisting of 2 ½ threads and has a thickness of .243" (6.17 mm). The remedied component changed to 5 ½ threads, constructed from a harder material, and has a thickness of .372" (9.4 mm).

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The following statement was taken from Daimler's report: "The permanent remedy will be determined pending validation. Repairs will be performed by Daimler Trucks North America dealerships and Direct Warranty customers, i.e., customers approved by Daimler Trucks North America to do their own warranty repairs."

#### **VI. Identify the Recall Schedule**

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to mail the end users and dealers the week of February 23rd, 2009, dependant on when we receive approval from NHTSA.

#### **11. Furnish Recall Communications**

12. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users to date without approval of our end user letter from NHTSA.

January 26<sup>th</sup>, 2009



**- RECALL NOTICE -**

**Subject: Medium Duty Axle Spindle Nuts**

**Glaval # ???-??? - Daimler # 08V-137 - Canadian # ??-???**

**This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.**

Dear Glaval Bus Customer,

Glaval Bus in conjunction with Daimler Trucks North America LLC has decided a defect which relates to motor vehicle safety exists on certain Freightliner FB-65 (Glaval model "Concorde") model years 2003 through 2006. Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

*Notice: Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.*

**WHAT IS BEING RECALLED:**

This recall process applies to FB-65 model years 2003 through 2006. The four-piece spindle nut set is being recalled due to the spindle nut being to thin.

**WHY IS IT BEING RECALLED:**

Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

**WHAT YOU NEED TO DO:**

Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer. When you contact your dealer, refer to campaign number **FL527AB**. To locate a dealer, search online at [www.FreightlinerTrucks.com](http://www.FreightlinerTrucks.com), [www.SterlingTrucks.com](http://www.SterlingTrucks.com), or contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday for assistance. After normal business hours you may contact Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP. IMPORTANT: When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL527AB**.

Note: If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please refer to the "Reimbursement to Customers for Repairs Performed Prior to Recall" document (Page 2 of 2).

**WHAT THE DAIMLER TRUCKS NORTH AMERICA LLC WILL DO:**

When you contact your dealer, and parts are received at the dealership, the recall will take approximately two to three and a half hours, depending on the work needed, and will be performed at no charge to you.

If after contacting the authorized dealer and Daimler Trucks North America LLC Warranty Campaigns Department or Customer Assistance Center and your inspection and/or repair is not completed in a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

**Vehicles In the United States**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE,  
Washington, D.C. 20590  
Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236  
TTY: (800) 424-9153  
Or go to: <http://www.safercar.gov>

**Vehicles in Canada**

Transport Canada  
ASFAD  
Place de Ville Tower C  
330 Sparks Street  
Ottawa, ON K1A 0N5  
(800) 333-0510



**- RECALL NOTICE -**

**Subject: Medium Duty Axle Spindle Nuts**

**Glaval # ???-??? - Daimler # 08V-137 - Canadian # ??-???**

**This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.**

**Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- a The name and address of the person who paid for the repair.
- a The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- a What problem occurred, what repair was done, when the repair was done.
- a Who repaired the vehicle.
- a The total cost of the repair expense that is being claimed.
- a Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer. Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

Please mail this information to:

Daimler Trucks North America LLC  
ATTN: RECALL REIMBURSEMENT FOR FL527AB  
P.O. Box 4090  
Portland, OR 97208-4090

-Or-

Fax to: (503) 745-9009

Questions?

Call (800) 547-0712 between the hours of 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday for assistance.

**Please Note: If the recall has been completed prior to receiving this letter  
you still need to fill out and return the recall notice card included with this mailing.**

## Supplemental Documentation

## Glaval Bus Production Dates For Recalled Units: September 2002 - December 2005

VIN#1	Unit #	DEALER	MAKE	MODEL YEAR	MODEL NAME	MODEL	END USER	END USER ADDRESS	END USER CITY	END USER ST	END USER ZIP
1	4UZA7AL53C	3335	BUS GROUP INC	Freightliner	2003	Concorde	FC0334	BUS GROUP INC			
2	4UZA7AL03C	3407	CLASSIC CHEVROLET	Freightliner	2003	Concorde	FC0232	PRESBYTERIAN VILLAGE NORTH			
3	4UZA7AL73C	3669	A-Z BUS	Freightliner	2003	Concorde	FC0334	A-Z BUS			
4	4UZA7C104C	4442	ATLANTIC BUS SALES	Freightliner	2004	Concorde	F10732	ATLANTIC BUS SALES			
5	4UZA7AL83C	5277	BUS GROUP INC	Freightliner	2003	Concorde	FC0232	BUS GROUP INC			
6	4UZA8KCT15C	5316	ATLANTIC BUS SALES	Freightliner	2005	Concorde	F10732	ATLANTIC BUS SALES			
7	4UZA7C185C	5317	ATLANTIC BUS SALES	Freightliner	2005	Concorde	FC0334	ATLANTIC BUS SALES			
8	4UZA7AL53C	3601	Starcraft	Freightliner	2003	Concorde	FC0334	ILLINOIS BUS			
9	4UZA8KCT65C	5098	BUS GROUP INC	Freightliner	2005	Concorde	F10732	SIGNATURE LIVERY INC			
10	4UZA7AL03C	4247	INDY BUS BUY SELL	Freightliner	2003	Concorde	FC0334	CHICAGO ENTERTAINMENT TOURS			
11	4UZA7DD044C	4248	INDY BUS BUY SELL	Freightliner	2004	Concorde	FC0334	CHICAGO ENTERTAINMENT TOURS			
12	4UZA7DD75C	4404	HUNTLEIGH BUS	Freightliner	2005	Concorde	F10928	OF JEFFERSON - CENTRAL MAINTENANCE			
13	4UZA7DD95C	4405	HUNTLEIGH BUS	Freightliner	2005	Concorde	F10928	OF JEFFERSON - CENTRAL MAINTENANCE			
14	4UZA7DD005C	4406	HUNTLEIGH BUS	Freightliner	2005	Concorde	F10928	OF JEFFERSON - CENTRAL MAINTENANCE			
15	4UZA7DD35C	4407	HUNTLEIGH BUS	Freightliner	2005	Concorde	F10928	OF JEFFERSON - CENTRAL MAINTENANCE			
16	4UZA7DD55C	4408	HUNTLEIGH BUS	Freightliner	2005	Concorde	F10928	OF JEFFERSON - CENTRAL MAINTENANCE			
17	4UZA7AL93C	3376	ATLANTIC BUS SALES	Freightliner	2003	Concorde	FC0334	IBURON GOLF CLUB			
18	4UZA7AL43C	3616	ILLINOIS BUS & VAN	Freightliner	2003	Concorde	FC0334	ACT II TRANSPORTATION			
19	4UZA7ALX3C	3455	ATLANTIC BUS SALES	Freightliner	2003	Concorde	FC0338	ADMIRAL LIMO			
20	4UZA7DD55C	5271	BUS GROUP INC	Freightliner	2005	Concorde	FC0334	ALABAMA LIMOUSINE INC			
21	4UZA7CT45C	4748	ATLANTIC BUS SALES	Freightliner	2005	Concorde	F10732	IN EXPRESS BUSINESS FINANCE/LICCC			
22	4UZA7DD76C	5364	BUS GROUP INC	Freightliner	2006	Concorde	FC0231	AMERICAN LUXURY LIMOUSINE			
23	4UZA7DD96C	5365	BUS GROUP INC	Freightliner	2006	Concorde	FC0231	AMERICAN LUXURY LIMOUSINE			
24	4UZA7ALX3C	5366	BUS GROUP INC	Freightliner	2003	Concorde	FC0231	AMERICAN LUXURY LIMOUSINE			
25	4UZA7AL33C	4857	BUS GROUP INC	Freightliner	2003	Concorde	FC0231	AMERICAN LUXURY LIMOUSINE			
26	4UZA7AL13C	4858	BUS GROUP INC	Freightliner	2003	Concorde	FC0231	AMERICAN LUXURY LIMOUSINE			
27	4UZA7CT194C	4441	ATLANTIC BUS SALES	Freightliner	2004	Concorde	F10732	ELATED TRANSPORTATION OF FLORIDA			
28	4UZA7DD74C	4981	Rohrer Bus	Freightliner	2004	Concorde	FC0334	ASTRA LEASE ASSOCIATES INC			
29	4UZA7DD86C	5394	CARPENTER BUS	Freightliner	2006	Concorde	FC0334	ASTRO TRAVEL AND TOURS INC			
30	4UZA8KCT25C	5032	ATLANTIC BUS SALES	Freightliner	2005	Concorde	F10732	BEL AIR LIMOUSINE			
31	4UZA7AL23C	3495	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	CALVARY BAPTIST CHURCH			
32	4UZA7AL93C	4111	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	CALVARY BAPTIST CHURCH			
33	4UZA7AL73C	3320	HOLLAND BUS	Freightliner	2003	Concorde	FC0334	CENTRAL WESLEYAN CHURCH			
34	4UZA7CT105C	4986	INDY BUS BUY SELL	Freightliner	2005	Concorde	FC0334	CHICAGO ENTERTAINMENT			
35	4UZA7AL73C	3411	ILLINOIS BUS & VAN	Freightliner	2003	Concorde	FC0334	CHICAGO ENTERTAINMENT TOURS			
36	4UZA7AL93C	3294	HOGUND BUS COMP	Freightliner	2003	Concorde	FC0232	CITY OF BERLINGTON			
37	4UZA7AL33C	3355	HUNTLEIGH BUS	Freightliner	2003	Concorde	FC0334	CLEVELAND CLINIC			
38	4UZA7AL13C	3356	HUNTLEIGH BUS	Freightliner	2003	Concorde	FC0334	CLEVELAND CLINIC			
39	4UZA7DD54C	4810	CARPENTER BUS	Freightliner	2004	Concorde	FC0334	COLDWATER BAPTIST CHURCH			
40	4UZA7AL93C	3332	Bus Group	Freightliner	2003	Concorde	FC0338	DJ SHUTTLE & TOURS SERVICE			
41	4UZA7DD24C	4233	CHARLOTTE BUS	Freightliner	2004	Concorde	FC0334	DRAVONVILLE BAPTIST CHURCH			
42	4UZA7DD56C	5363	BUS GROUP INC	Freightliner	2006	Concorde	FC0231	DREAM LIMOUSINES LLC			
43	4UZA7DD14C	4921	D & J BUS SALES	Freightliner	2004	Concorde	FC0334	ELITE COACH			
44	4UZA7DD96C	5667	CARPENTER BUS	Freightliner	2006	Concorde	FC0334	FIRST BAPTIST CHURCH			
45	4UZA7DDX5C	5356	CARPENTER BUS	Freightliner	2005	Concorde	FC0334	FIRST BAPTIST CHURCH			
46	4UZA7AL63C	4016	CHARLOTTE BUS	Freightliner	2003	Concorde	FC0334	FREEDOM BAPTIST CHURCH			
47	4UZA7CT175C	4938	TRANSIT PLUS	Freightliner	2005	Concorde	F10732	EIGHTLINER TRUCK OF SOUTH FLORIDA			
48	4UZA7DD66C	5334	ATLANTIC TRANSPORTATION	Freightliner	2006	Concorde	FC0130	GEORGETOWN UNIVERSITY			
49	4UZA7DD96C	5335	ATLANTIC TRANSPORTATION	Freightliner	2006	Concorde	FC0130	GEORGETOWN UNIVERSITY			
50	4UZA7DD06C	5336	ATLANTIC TRANSPORTATION	Freightliner	2006	Concorde	FC0130	GEORGETOWN UNIVERSITY			
51	4UZA7DD85C	5314	CARPENTER BUS	Freightliner	2005	Concorde	FC0334	GILLIAM SPRINGS BAPTIST CHURCH			
52	4UZA7DD04C	4319	CARPENTER BUS	Freightliner	2004	Concorde	FC0334	GLEN MEADOWS BAPTIST CHURCH			
53	4UZA7AL23C	3931	INTERNATIONAL BUS GROUP	Freightliner	2003	Concorde	FC0334	HAZELHURST BAPTIST CHURCH			
54	4UZA7CT115C	4709	ATLANTIC BUS SALES	Freightliner	2005	Concorde	F10732	INTEGRATED VEHICLE LEASING INC			
55	4UZA8KCT185C	5287	BUS GROUP INC	Freightliner	2005	Concorde	F10732	KRAFT COACHES INC			
56	4UZA8KCTX5C	5297	BUS GROUP INC	Freightliner	2005	Concorde	F10732	LIME LITE COACH WORKS			
57	4UZA8KCT06C	5415	BUS GROUP INC	Freightliner	2006	Concorde	F10732	LIME LITE COACH WORKS			
58	4UZA7CT155C	4785	BUS GROUP INC	Freightliner	2005	Concorde	F10732	LIME LITE COACH WORKS			
59	4UZA7CT155C	4787	BUS GROUP INC	Freightliner	2005	Concorde	F10732	LIMOUSINE LIVERY			
60	4UZA7AL73C	3656	ACROFT COACHWORKS	Freightliner	2003	Concorde	FC0334	LINCOLN COUNTY			
61	4UZA7CT35C	4710	ATLANTIC BUS SALES	Freightliner	2005	Concorde	F10732	MARC MOTORS			
62	4UZA7AL13C	4155	TRANSIT PLUS	Freightliner	2003	Concorde	FC0334	MONAGHAN BAPTIST CHURCH			
63	4UZA7CTX5C	4922	D & J BUS SALES	Freightliner	2005	Concorde	F10732	MOUNTAIN VIEW BAPTIST CHURCH			



64	4UZAAT136	INTERNATIONAL BUS GROUP	Freightliner	2003	Concorde	FC0338	MI NON BAPTIST CHURCH
65	4UZAAD2953	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
66	4UZAAT137	ATLANTIC BUS SALES	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
67	4UZAAT138	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
68	4UZAAT139	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
69	4UZAAT140	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
70	4UZAAT141	CARPENTER BUS	Freightliner	2003	Concorde	FC0334	NEW BERN TOURS
71	4UZAAD015	INTERNATIONAL BUS GROUP	Freightliner	2003	Concorde	FC0338	OLD SAVANNAH TOURS
72	4UZAAT135	DEON BROWN SALES	Freightliner	2004	Concorde	FC0334	PARK CITY TRANSPORTATION
73	4UZAAD153C	LEWIS TRANSPORTATION	Freightliner	2003	Concorde	FC0334	PARK CITY TRANSPORTATION
74	4UZAAD004C	ATLANTIC BUS SALES	Freightliner	2003	Concorde	FC0334	PINE ISLAND METHODIST CHURCH
75	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
76	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
77	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
78	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
79	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
80	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
81	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
82	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
83	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
84	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
85	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
86	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
87	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
88	4UZAAD015C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
89	4UZAAD015C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
90	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
91	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
92	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
93	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
94	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
95	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
96	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
97	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
98	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
99	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
100	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
101	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
102	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
103	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
104	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
105	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
106	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
107	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
108	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
109	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
110	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
111	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
112	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
113	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
114	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
115	4UZAAT136	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
116	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION
117	4UZAAD004C	Storck	Freightliner	2003	Concorde	FC0332	RAMP TRANSPORTATION

CANADIAN UNITS

5031	ATLANTIC BUS SALES	Freightliner	2003	STAR CRUISER	FC0338	AURORA TRANSPORTATION
5032	OVERLAND COACH	Freightliner	2003	STAR CRUISER	FC0338	IVANUS CENTRE FIRE DEPT

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000543

February 24<sup>th</sup>, 2009



**- RECALL NOTICE -**

**Subject: Medium Duty Axle Spindle Nuts**

**Glaval # USA 09V-058 - Daimler # 08V-137 – Canadian # 09-049**

**This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.**

Dear Glaval Bus Customer,

Glaval Bus in conjunction with Daimler Trucks North America LLC has decided a defect which relates to motor vehicle safety exists on certain Freightliner FB-65 (Glaval model "Concorde") model years 2003 through 2006. Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

*Notice: Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.*

**WHAT IS BEING RECALLED:**

This recall process applies to FB-65 model years 2003 through 2006. The four-piece spindle nut set is being recalled due to the spindle nut being too thin.

**WHY IS IT BEING RECALLED:**

Installation of a four-piece spindle nut set with a thin spindle nut may lead to damage of the wheel end, including incorrect end play, degradation of lubrication, wear of the spindle nut and bearing journal, oil contamination with metal shavings, and premature bearing failure. Outer wheel bearing failure will cause noise and vibration that will be noticeable to the driver and the Antilock Braking System warning light will illuminate. Continued operation with the ABS warning light illuminated may result in wheel separation and a possible vehicle crash.

**WHAT YOU NEED TO DO:**

Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer. When you contact your dealer, refer to campaign number **FL527AB**. To locate a dealer, search online at [www.FreightlinerTrucks.com](http://www.FreightlinerTrucks.com), [www.SterlingTrucks.com](http://www.SterlingTrucks.com), or contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday for assistance. After normal business hours you may contact Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP. **IMPORTANT:** When the recall has been completed, please ensure that a label has been affixed to your vehicle referencing **FL527AB**.

Note: If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please refer to the "Reimbursement to Customers for Repairs Performed Prior to Recall" document (Page 2 of 2).

**WHAT THE DAIMLER TRUCKS NORTH AMERICA LLC WILL DO:**

When you contact your dealer, and parts are received at the dealership, the recall will take approximately two to three and a half hours, depending on the work needed, and will be performed at no charge to you.

If after contacting the authorized dealer and Daimler Trucks North America LLC Warranty Campaigns Department or Customer Assistance Center and your inspection and/or repair is not completed in a reasonable time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

**Vehicles In the United States**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.  
Washington, D.C. 20590  
Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236  
TTY: (800) 424-9153  
Or go to: <http://www.safercar.gov>

**Vehicles in Canada**

Transport Canada  
ASFAD  
Place de Ville Tower C  
330 Sparks Street  
Ottawa, ON K1A 0N5  
(800) 333-0510



**- RECALL NOTICE -**

**Subject: Medium Duty Axle Spindle Nuts**

**Glaval # 09V-058 - Daimler # 08V-137 – Canadian # 09-049**

**This notice is sent to you in accordance with the requirements of the National Traffic And Motor Vehicle Safety Act.**

## Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer. Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

Please mail this information to:

Daimler Trucks North America LLC  
ATTN: RECALL REIMBURSEMENT FOR FL527AB  
P.O. Box 4090  
Portland, OR 97208-4090

-Or-

Fax to: (503) 745-9009

Questions?

Call (800) 547-0712 between the hours of 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday for assistance.

**Please Note: If the recall has been completed prior to receiving this letter you still need to fill out and return the recall notice card included with this mailing.**



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000545

# FOREST RIVER, INC. *Parts & Service*

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55135 C.R. 1 • Elkhart, IN 46514 • (574) 206-7600 • Fax (574) 206-2484

August 9, 2010  
Recall 10V-355

Dealer Name  
Dealer Address  
Dealer City, State and Zip Code

RE: Wildcat Trailer VIN: (VIN Number)

Dear Sir or Madame,

Forest River is sending this notice to you in accordance with the requirements of the National traffic and Motor Vehicle Safety Act.

We have decided that the following model units, WCT29BHS, WCT29FKS and WCT30BHS with the above VIN number that our records indicate that are at your place of business have improper Federal Compliance Labels and Tire Loading Information Labels. The Gross Axle Weight Rating (GAWR) is designated as 5080 lbs and they are actually 3500 lb axles. This will affect the Gross Vehicle Weight rating (GVWR) and the Cargo Carrying Capacity (CCC) of the unit.

An overload condition may result as of the information on these labels that may result in axle failure without warning causing a crash, possibly resulting in property damage, personal injury or death.

According to the National Highway Traffic Safety Administration, we are required to make the necessary corrections and supply new labeling.

Enclosed are corrected labels by VIN number, Please remove the incorrect labels using heat to soften the adhesive, clean the area with alcohol or a non-residue cleaner and carefully place the new labels in the proper position.

If you have any questions please contact your Wildcat service and warranty representative for further instruction at 574-206-7600.

In the event that this unit has been sold or leased, Federal requirements require that the dealer or lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days of receiving the notification.

We regret any inconvenience this may cause.

Sincerely,  
Forest River, Inc.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000546

# FOREST RIVER, INC. *Parts & Service*

55135 C.R. 1 • Elkhart, IN 46514 • (574) 206-7600 • Fax (574) 206-2484

«RetailerFirstName»«RetailerLastName»  
«RetailAddress»  
«RetailCity», «RetailState» «RetailZip»

August 9, 2010  
Recall 10V-355

RE: Safety Recall – tire & loading Information Label on VIN: «VIN»

Dear «RetailerLastName»,

This notice is sent to you in accordance with the requirements of the National traffic and Motor Vehicle Safety act.

Forest River, Inc. has decided that on Wildcat models WCT29BHS, WCT29FKS and WCT30BHS the Federal Compliance Label and the Tire and Loading Information Label located on the lower roadside front of the unit contain improper listing of the Gross Axle Weight Rating (GAWR) and the Gross Vehicle Weight Rating (GVWR) and the Cargo Carrying Capacity (CCC). A over loading condition may result in axle failure without warning causing a crash possibly resulting in property damage, personal injury or death.

According to the National Highway Traffic Safety Department we are required to make the necessary correction.

Enclosed are corrected labels. Please clean the area of the incorrect label with alcohol or a non-residue clearer and apply the corrected label over the top of it.

If it its more convenient you may make an appointment and take your trailer to your dealer and have him put on the labels at no charge to you.

If your dealer or service center is unable to make the repair please contact the Forest River, Inc. Wildcat Trailer Division Service and Warranty Department at P.O. Box 3030 Elkhart, IN 46515-3030 or telephone 574-206-7600 for a repair station near you.

If, after contacting your dealer, and the recall assistance service line, you believe Forest River, Inc. has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to

<http://www.safercar.gov>.

In the event that this is a leased vehicle, Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We regret any inconvenience this may have caused.

Sincerely,

Forest River, Inc.  
Warranty and Service Department



# FOREST RIVER, INC.

*Parts & Service*

55135 C.R. 1 • Elkhart, IN 46514 • (574) 206-7600 • Fax (574) 206-9450

Recall 10V-595

December 2010

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Forest River has decided that a defect which relates to Federal Motor Vehicle Safety Standards exists in certain model year 2011 Georgetown Class A Motorhomes produced with the optional Khaki, Latte, Mist or Thunder décor packages. We believe that you currently own or previously have owned one of these vehicles. For this reason we ask that you arrange for your servicing dealer to correct your vehicle without delay. The service and required parts will be provided free of charge.

We apologize for this situation and with your help will resolve any issue that may exist with your recreational vehicle. Our commitment is, with the help of our authorized dealers, to provide you with the highest level of service and support possible.

The issue found in the affected vehicles pertains to a specific fabric that was not produced correctly. The fabric which is only found in the above décor options fails to meet our burn resistance standard and could burn at a faster rate if a fire was to happen.

The defective fabric is found in the bedroom window valances/drapes, bedspread, pillows and headboard. To correct this issue your dealer will replace the defective fabric with a properly treated fabric for your safety. All you have to do is contact your dealer to set up and appointment to have this recall performed on your recreational vehicle. The time needed to perform this recall is less than one day. However, each dealer differs in scheduling and facilities, your dealer may need your recreational vehicle for a longer time period.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have difficulty getting your recreational vehicle repaired promptly and without charge, please contact your dealers service manager. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>. If you need assistance with locating a dealership, please contact Forest River Customer Service at 574-206-7600. Our office hours are: Monday – Friday, 8AM – 5PM, Eastern Time. We are closed on Saturday and Sunday.

Sincerely,  
Forest River, Inc.  
Customer Service

FR000548

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000549

**RECEIVED**

By Recall Management Division at 3:07 pm, Dec 07, 2010



**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup>

On **November 1st, 2010** we (Glaval Bus) decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **November 9th, 2010**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Matthew A. Pollard, Design Engineer**

Telephone Number: **(574) 262-2212 ext. 179** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Matthew A. Pollard**  
**Design Engineer**

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 341  
Vehicles involved in recall: 94  
Percentage of recalled vehicles vs. produced: 27.6%

**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
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**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Total Number Potentially Affected by the Recall: 94

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

We began building the Entourage model in late 2009. We determined that this was potentially an issue on the first unit and everyone built until November 1<sup>st</sup>, 2010. The issue was brought to Glaval Bus's attention when one of our end user unit's didn't pass a DOT inspection because of this issue.



### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Currently the buses included in this scope need to have the ignition key in the run/accessory position in order to operate the front and rear hazard flashers properly. When the key is in the off position whether or not the key is in the ignition, only the front hazard flashers are operational. They need to work front and rear with the ignition in the off position with or without the key in the ignition. According to "Part 571.108: Standard No. 108; Lamps, reflective devices, and associated equipment" (§5.5.5) The vehicular hazard warning signal operating unit on each vehicle shall operate independently of the ignition or equivalent switch, and when activated, shall cause to flash simultaneously sufficient turn signal lamps to meet, as a minimum, the turn signal lamp photometric requirements of this standard.

Describe the cause(s) of the defect or noncompliance condition.

The OEM wire that we tied is tied into the ignition source when it needs to be tied into the "hot" battery wire.

Describe the consequence(s) of the defect or noncompliance condition.

There is a possibility that the unit will not pass local DOT inspections (depending on state and local inspection requirements). This situation could cause personal injury if a vehicle were driving in adverse weather conditions or if the vehicle is stopped or incapacitated on a roadway.

Identify any warning which can (a) precede or (b) occur.

None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Glaval Bus first received a call on 8/24/2010 that a unit in the field didn't have rear flashers on the rear of the bus. We received the second call 9/24/2010 that a bus had the same issue. On 11/1/2010 we received the third call with the same issue and then determined that a recall was in order. No accidents, injuries, or fatalities have been reported due to this issue.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

## V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Upon determining the problem, Glaval Bus established a "Recall Instructions" document giving detailed instructions to correct the issue. Within this document, a time allowance is given to correct the issue. Should the end user/vehicle owner determine the bus is non-complaint, we will instruct them to contact us with their vehicle information so that we may send a "Repair Bulletin" along with the necessary components to repair the issue. Once their unit is fixed, we will then cover their repair labor cost up to the time given in the recall instructions.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

### **Remedied Buses:**

- a. Buses will have properly functioning rear hazard flashers with the ignition in the off position

### **Recalled Lifts:**

- b. Buses will **not** have properly functioning rear hazard flashers with the ignition in the off position

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The remedy is identical to the recall remedy.



**VI. Identify the Recall Schedule**

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to mail the dealers/end users notice by postal mail the week of December 20th, 2010, dependant on when we receive approval from NHTSA.

**11. Furnish Recall Communications**

12. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

	Unit #	Vin # 1	Make	Model	Year
1	9662	1FDAF56R6	Ford F-550SD	09EXR9433 (Entourage)	2009
2	9868	1FDGF5GR0	Ford F-550SD	09EXR9433 (Entourage)	2010
3	11288	1FDGF5GR3	Ford F-550SD	10EXR9433 (Entourage)	2010
4	11289	1FDGF5GR7	Ford F-550SD	10EXR9433 (Entourage)	2010
5	11292	1FDGF5GR9	Ford F-550SD	10EXR9433 (Entourage)	2010
6	11307	1FDGF5GR8	Ford F-550SD	10EXR8432 (Entourage)	2010
7	11328	1FDGF5GY6	Ford F-550SD	10EXR9533 (Entourage)	2010
8	11346	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
9	11354	1FDGF5GR5	Ford F-550SD	10EXR7429 (Entourage)	2010
10	11356	1FDGF5GR1	Ford F-550SD	10EXR7429 (Entourage)	2010
11	11360	1FDGF5GT0	Ford F-550SD	11EXR7429 (Entourage)	2011
12	11361	1FDGF5GT2	Ford F-550SD	11EXR7429 (Entourage)	2011
13	11362	1FDGF5GT9	Ford F-550SD	11EXR7429 (Entourage)	2011
14	11431	1FDGF5GRX	Ford F-550SD	10EXR9433 (Entourage)	2010
15	11446	1FDGF5GT6	Ford F-550SD	11EXR9433 (Entourage)	2011
16	11448	1FDGF5GR5	Ford F-550SD	10EXR8431 (Entourage)	2010
17	11449	1FDGF5GR3	Ford F-550SD	10EXR9433 (Entourage)	2010
18	11484	1FDGF5GY5	Ford F-550SD	10EXR8531 (Entourage)	2010
19	11486	1FDGF5GY5	Ford F-550SD	10EXR9533 (Entourage)	2010
20	11515	1FDGF5GR7	Ford F-550SD	10EXR8431 (Entourage)	2010
21	11516	1FDGF5GR0	Ford F-550SD	10EXR8431 (Entourage)	2010
22	11517	1FDGF5GR9	Ford F-550SD	10EXR8431 (Entourage)	2010
23	11536	1FDGF5GY3	Ford F-550SD	10EXR9533 (Entourage)	2010
24	11537	1FDGF5GTX	Ford F-550SD	11EXR8431 (Entourage)	2011
25	11539	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
26	11540	1FDGF5GYX	Ford F-550SD	11EXR9533 (Entourage)	2011
27	11546	1FDGF5GY7	Ford F-550SD	10EXR9533 (Entourage)	2010
28	11573	1FDGF5GY1	Ford F-550SD	10EXR8532 (Entourage)	2010
29	11626	1FDGF5GY3	Ford F-550SD	10EXR9533 (Entourage)	2010
30	11634	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
31	11635	1FDGF5GT4	Ford F-550SD	11EXR9433 (Entourage)	2011
32	11668	1FDGF5GT8	Ford F-550SD	11EXR9433 (Entourage)	2011
33	11674	1FDGF5GT1	Ford F-550SD	11EXR7429 (Entourage)	2011
34	11675	1FDGF5GT5	Ford F-550SD	11EXR7429 (Entourage)	2011
35	11688	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
36	11718	1FDGF5GTX	Ford F-550SD	11EXR9433 (Entourage)	2011
37	11722	1FDAF5GR9	Ford F-550SD	10EXR9433 (Entourage)	2010
38	11727	1FDGF5GY1	Ford F-550SD	11EXR8531 (Entourage)	2011
39	11728	1FDGF5GY9	Ford F-550SD	11EXR8531 (Entourage)	2011
40	11775	1FDGF5GY8	Ford F-550SD	11EXR9533 (Entourage)	2011
41	11782	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
42	11795	1FDGF5GY1	Ford F-550SD	11EXR9533 (Entourage)	2011
43	11803	1FDGF5GT1	Ford F-550SD	11EXR9433 (Entourage)	2011
44	11804	1FDGF5GT3	Ford F-550SD	11EXR9433 (Entourage)	2011
45	11805	1FDGF5GT5	Ford F-550SD	11EXR9433 (Entourage)	2011
46	11806	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
47	11807	1FDGF5GYX	Ford F-550SD	11EXR9533 (Entourage)	2011
48	11820	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011

49	11827	1FDGF5GY1	Ford F-550SD	11EXR8532 (Entourage)	2011
50	11828	1FDGF5GY8	Ford F-550SD	11EXR8532 (Entourage)	2011
51	11829	1FDGF5GY3	Ford F-550SD	11EXR8532 (Entourage)	2011
52	11830	1FDGF5GY1	Ford F-550SD	11EXR8532 (Entourage)	2011
53	11831	1FDGF5GY5	Ford F-550SD	11EXR8532 (Entourage)	2011
54	11832	1FDGF5GY3	Ford F-550SD	11EXR8532 (Entourage)	2011
55	11842	1FDGF5GY3	Ford F-550SD	11EXR9533 (Entourage)	2011
56	11843	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
57	11844	1FDGF5GT3	Ford F-550SD	11EXR9433 (Entourage)	2011
58	11847	1FDGF5GYX	Ford F-550SD	11EXR8531 (Entourage)	2011
59	11863	1FDGF5HT1	Ford F-550SD	11EXR7425 (Entourage)	2011
60	11867	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
61	11876	1FDGF5GY5	Ford F-550SD	11EXR9533 (Entourage)	2011
62	11877	1FDGF5GY7	Ford F-550SD	11EXR9533 (Entourage)	2011
63	11878	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
64	11879	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
65	11880	1FDGF5GT5	Ford F-550SD	11EXR9433 (Entourage)	2011
66	11881	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
67	11982	1FDGF5GT8	Ford F-550SD	11EXR9433 (Entourage)	2011
68	11983	1FDGF5GTX	Ford F-550SD	11EXR9433 (Entourage)	2011
69	11997	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
70	12023	1FDGF5GT2	Ford F-550SD	11EXR7427 (Entourage)	2011
71	12040	1FDGF5GY3	Ford F-550SD	11EXR9533 (Entourage)	2011
72	12044	1FDGF5GYX	Ford F-550SD	11EXR8531 (Entourage)	2011
73	12045	1FDGF5GY2	Ford F-550SD	11EXR9533 (Entourage)	2011
74	12050	1FDGF5GY4	Ford F-550SD	11EXR9533 (Entourage)	2011
75	12008	1FDGF5GY6	Ford F-550SD	11EXR9533 (Entourage)	2011
76	12009	1FDGF5GY8	Ford F-550SD	11EXR9533 (Entourage)	2011
77	12010	1FDGF5GY9	Ford F-550SD	11EXR9533 (Entourage)	2011
78	12032	1FDGF5GY9	Ford F-550SD	11EXR9533 (Entourage)	2011
79	12033	1FDGF5GY0	Ford F-550SD	11EXR9533 (Entourage)	2011
80	12048	1FDGF5GT4	Ford F-550SD	11EXR9433 (Entourage)	2011
81	12049	1FDGF5GT9	Ford F-550SD	11EXR9433 (Entourage)	2011
82	12053	1FDGF5GT4	Ford F-550SD	11EXR9433 (Entourage)	2011
83	12054	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
84	12055	1FDGF5GT6	Ford F-550SD	11EXR9433 (Entourage)	2011
85	12056	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
86	12057	1FDGF5GT2	Ford F-550SD	11EXR9433 (Entourage)	2011
87	12058	1FDGF5GT3	Ford F-550SD	11EXR9433 (Entourage)	2011
88	12059	1FDGF5GT5	Ford F-550SD	11EXR9433 (Entourage)	2011
89	12060	1FDGF5GT7	Ford F-550SD	11EXR9433 (Entourage)	2011
90	12061	1FDGF5GT1	Ford F-550SD	11EXR9433 (Entourage)	2011
91	12062	1FDGF5GT0	Ford F-550SD	11EXR9433 (Entourage)	2011
92	12077	1FDGF5GY5	Ford F-550SD	11EXR9533 (Entourage)	2011
93	12086	1FDGF5GY7	Ford F-550SD	11EXR8531 (Entourage)	2011
94	12087	1FDGF5GY1	Ford F-550SD	11EXR9533 (Entourage)	2011

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000558

# SAFETY RECALL NOTICE

Glaval Number (USA) **10V-608**

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Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

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November 9<sup>th</sup>, 2010

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.**

**Dear Glaval bus Customer,**

Glaval Bus has decided that a defect which relates to motor vehicle safety exists on the Entourage, model years 2009 through 2011, manufactured between the dates of July 1<sup>st</sup> 2009 through November 1<sup>st</sup>, 2010. The rear flashers may not function (flash) when the ignition key is in the "Key Off" position.

WHAT IS BEING RECALLED:

This recall applies to the faulty operation of the rear hazard flashers

WHY IS IT BEING RECALLED:

The rear flashers may not function (flash) when the ignition key is in the "Key Off" position or removed. According to FMVSS S5.5.5 "The vehicular hazard warning signal operating unit on each vehicle shall operate independently of the ignition or equivalent switch, and when activated, shall cause to flash simultaneously sufficient turn signal lamps to meet, as a minimum, the turn signal lamp photometric requirements of this standard" This situation could cause personal injury if a vehicle were driving in adverse weather conditions or if stopped/incapacitated on a roadway.

WHAT YOU NEED TO DO:

Confirm that your vehicle is working properly by turning the key to the "Key Off" position and turn on the flashers. If the rear flashers are not operating properly (flashing) contact your authorized dealer to arrange to make arrangements to have your unit repaired.

Contact your Glaval Bus dealer or Glaval Cust ----

**Glaval Bus Customer Service**

**1-800-445-2825 or [glavalcustomerservice@forestriverinc.com](mailto:glavalcustomerservice@forestriverinc.com)**

WHAT GLAVAL BUS WILL DO:

Once contacted by your dealer and or repair facility Glaval Bus will provide the parts to the repair facility. The recall will take approximately one hour and will be performed at no charge to you.

If after contacting Glaval Bus and your inspection and/or repair is not completed in a reasonable amount of time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

**Vehicles in the United States  
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Or call the Toll Free Vehicle Safety Hotline:  
(888) 327-4236  
TTY: (800) 424-9153  
Or go to: <http://www.safercar.gov>**

Please note: If the recall has been completed prior to receiving this notice, you still need to fill out and return the recall notice card included with this mailing.

FR000558

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000559



RECEIVED  
OFFICE OF DEFECTS INVESTIGATION  
NOV 23 2010



**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup>

On October 15th, 2009, Glaval Bus in conjunction with Carrier Corporation [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **November 2nd, 2010.**

Furnish the manufacturer's identification code for this recall (if applicable): 10E-028

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Rob Froelich; Design Engineer**

Telephone Number: **(574) 343-5165**

Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Rob Froelich**  
**Design Engineer**

Signed:

A handwritten signature in blue ink that reads "R. Froelich".

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

**\*\*Please see attached documentation labeled "Supplement Documentation"\*\***

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

Vehicles produced during recall timeline: 5,251

Vehicles involved in recall: 119

Percentage of recalled vehicles vs. produced: 2.27%



**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved:
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**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Total Number Potentially Affected by the Recall: 119

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

We sorted through units built using the Trans/Air TA-73 evaporator.

**III. Describe the Defect or Noncompliance**

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The evaporator utilizes a power resistor to regulate blower speed. Should a short occur in the "low or medium speed" circuit while the blower is in high speed, the short will cause the supply voltage to feedback through the resistor to ground, not drawing enough current to trip the fuse, but causing the resistor temperature to rise to a point where it will melt and possibly ignite the plastic blower housing to which it is mounted.

Describe the cause(s) of the defect or noncompliance condition.

Mis-installation, a maintenance error, or an error in installing an accessory could cause a short of the "low or medium speed" wire to ground.

Describe the consequence(s) of the defect or noncompliance condition.

An overheat situation or, a possible source of ignition can occur.

Identify any warning which can (a) precede or (b) occur.

Smoke and/or hot smell.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Trans/Air Manufacturing Corporation

480 East Locust Street, P.O. Box 70, Dallastown, PA 17313-0070 USA

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Mark Slobodian, Vice President (717) 246-2627 Fax: (717) 244-7088

#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

No injuries or fatalities in any incident to date.

May 2007: Incident 1: Took place at OEM facility in Goshen, IN

\*Investigation showed that a screw, installed by the OEM, had inadvertently pierced either the low or medium speed control wire while the unit was operating in high speed, resulting in a short and causing the defect.

April 2010: Incident 2: Location: Phoenix, AZ

\*Investigation shows a similar pattern to the May 2007 incident. This is still under investigation. June 22, 2010: At this time it appears the fire started in the evaporator and the cause appears to be a short.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

#### **V. Identify the Remedy**

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.



Adding a thermal shutdown device in series with the speed resistors.

9. Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

No information was available to us for comment, and Trans/Air did not fill this information out on their submittal to NHTSA, they left this area blank.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The production remedy instituted on 07/31/07 relocates the suspect resistor from the plastic blower housing to the heat sink metal top panel.

#### **VI. Identify the Recall Schedule**

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to mail the end users and dealers the week of November 15<sup>th</sup>, 2010 dependant upon approval of "End User Letter" submitted to NHTSA with this document.

#### **11. Furnish Recall Communications**

12. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end user's to date without approval of our end user letter from NHTSA.

Line Number	Bus Number	1ST VIN	2ND VIN	Dealer	Address	City	State	Zip	Model	END USER	ADDRESS	CITY	ST	Zip
1	GLAVAL	3099T1FDWE36L4	2H00067	JERSEY BUS	2015 Route 206	Berndtown	RI	05005	D20B042	Universal	Franciscan Home & Rehab	198 Stevens Ave	Jersey City	RI 07305
2	GLAVAL	3371TDFE4532	3H42057	ACROFT COACHWORKS	410 SECOND AVE SOUTH SUITE 107	KIRHLAND	WA	98133	33513126	Universal	WHATCOM COUNTY PUBLIC WORKS	401 WEST SMITH ROAD	BELLINGHAM	WA 98226
3	GLAVAL	3600T1FDWE36L4	3H41161	TRANSIT PLUS	12940 FRIEDLAND BLVD	KANSAS CITY	MO	64113	33513126	Universal	THE HOSP TRIBE	P.O. BOX 123	PHOTOYOKO	AZ 86035
4	GLAVAL	3601TDFE35F3	3H02323	ACROFT COACHWORKS	P.O. BOX 344	REMONDINO	MA	06073	33P0321W	Primetire	TUAKIP CASINO	10200 DULCEIDA BLVD	MARYSVILLE	WA 98271
5	GLAVAL	3651TDFE35F5	3H02324	ACROFT COACHWORKS	P.O. BOX 344	REMONDINO	MA	06073	33P0321W	Primetire	TUAKIP CASINO	10200 DULCEIDA BLVD	MARYSVILLE	WA 98271
6	GLAVAL	3652TDFE35F5	3H02324	ACROFT COACHWORKS	P.O. BOX 344	REMONDINO	MA	06073	33P0321W	Primetire	TUAKIP CASINO	10200 DULCEIDA BLVD	MARYSVILLE	WA 98271
7	GLAVAL	3691TDFE35L1	3H41161	TRANSIT PLUS	56 W 9TH ST	ATLANTIC BEACH	FL	32233	33051422	Universal	MANIC GROUP	6155 US1 SOUTH	ST AUGUSTINE	FL 32086
8	GLAVAL	6200T1FDWE454	3D406778	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051326	Universal	STOCK			
9	GLAVAL	6237TDFE4542	3D43396	MID-AMERICA COACH	8809 EAST 350 HIGHWAY	KANSAS CITY	MO	64113	36051326	Universal	DOUGLASS COUNTY	405 EAST MAIN, PO BOX 67	FRINGSTON	MO 64640
10	GLAVAL	6241TDFE35L8	3D405153	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051422	Universal	BELOVIERE PARK DISTRICT	1006 W. UNCLIN AVE	IL	61008
11	GLAVAL	6271TDFE4532	3D406891	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051326	Universal	RIVER CITY CONDOMINIUM ASSOCIATION	800 SOUTH WELLS STREET	CHICAGO	IL 60607
12	GLAVAL	6380TDFE4532	3D43138	TRANSIT PLUS	25 W 9TH ST	ATLANTIC BEACH	FL	32233	33051422	Universal	STOCK	2181 ROUTE 38	MT PLEASER	WI 52459
13	GLAVAL	6310TDFE4532	3D40680	MID-AMERICA COACH	8809 EAST 350 HIGHWAY	KANSAS CITY	MO	64113	36051326	Universal	METROPOLITAN BAPTIST CHURCH	626 W DOUGLAS AVE	WICHITA	KS 67113
14	GLAVAL	6311TDFE4532	3D41894	AZ BUS	PO BOX 700	COLTON	CA	92324	360514831	Titon	WILLIAMS-SOMOMA INC	444 VALLEY DR	BRISBANE	CA 94005
15	GLAVAL	6312TDFE4532	3D43033	AZ BUS	PO BOX 700	COLTON	CA	92324	360514831	Titon	WILLIAMS-SOMOMA INC	444 VALLEY DR	BRISBANE	CA 94005
16	GLAVAL	6313TDFE4532	3D43033	AZ BUS	PO BOX 700	COLTON	CA	92324	360514831	Titon	WILLIAMS-SOMOMA INC	444 VALLEY DR	BRISBANE	CA 94005
17	GLAVAL	6322TDFE4532	3D41897	MID-AMERICA COACH	8809 EAST 350 HIGHWAY	KANSAS CITY	MO	64113	360514831	Titon	OWA WESTERN COMMUNITY COLLEGE	2700 COLLEGE ROAD BOX 4-C	COUNCIL BLUFFS	IA 51503
18	GLAVAL	6333TDFE4542	3H01441	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051422	Universal	SAINT LAVER UNIVERSITY	3700 WEST 103RD STREET	CHICAGO	IL 60649
19	GLAVAL	6370TDFE45P9	3D408300	RAMP TRANSPORTATION	837 BALDWIN DRIVER	Port Jefferson Station	NY	07675	36051226	Universal	ADWELTH BUIS CORP	417 MONTAUK HWY - PO BOX 705	EASTPORT	NY 11941
20	GLAVAL	6371TDFE45P9	3D408301	RAMP TRANSPORTATION	837 BALDWIN DRIVER	Port Jefferson Station	NY	07675	36051226	Universal	STOCK			
21	GLAVAL	6387TDFE4542	3H01441	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051422	Universal	PONTARELLI GROUP CHARTERS, INC	2225 WEST HUBBARD	CHICAGO	IL 60613
22	GLAVAL	6418TDFE4532	3D407369	CHARLOTTE BUS	3601 S 186 SERVICE RD	CHARLOTTE	NC	28208	36051326	Universal	STOCK			
23	GLAVAL	6417TDFE4532	3D408762	CHARLOTTE BUS	3601 S 186 SERVICE RD	CHARLOTTE	NC	28208	36051326	Universal	NOTRE DAME COLLEGE PREP	7655 WEST DEMPSTER	NILES	IL 60714
24	GLAVAL	6419TDFE4532	3D408762	CHARLOTTE BUS	3601 S 186 SERVICE RD	CHARLOTTE	NC	28208	36051326	Universal	NOTRE DAME COLLEGE PREP	7655 WEST DEMPSTER	NILES	IL 60714
25	GLAVAL	6437TDFE35S4	3D402676	EK COACHES	11601 CYRUS WAY	MUKILTEO	WA	98275	36050522	Universal	MERRILL GARDENS AT RENTON CENTER LLC	104 BURNETT AVENUE SOUTH	RENTON	WA 98055
26	GLAVAL	6471TDFE35L7	3D407183	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051422	Universal	ARLINGTON HEIGHTS, LLC	6005 WEST TOWHY AVENUE	SKOKIE	IL 60077
27	GLAVAL	6472TDFE35L8	3D407184	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051422	Universal	SATYAR HOSPITALITY INC	20 EAST REMINGTON ROAD	SCHAUMBURG	IL 60172
28	GLAVAL	6484TDFE4539	3D408118	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051526P	Universal	EVANGELICAL RETIREMENT HOMES	93 WEST SCHAUMBURG ROAD	SCHAUMBURG	IL 60194
29	GLAVAL	6485TDFE35S5	3D402676	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36050522F	Universal	EVANGELICAL RETIREMENT HOMES	33 WEST SCHAUMBURG ROAD	SCHAUMBURG	IL 60194
30	GLAVAL	6487TDFE35L8	3D431862	TRANSIT PLUS	24 W 9TH ST	ATLANTIC BEACH	FL	32233	33051422	Universal	AT SINA MISSI CHURCH	4000 OLD LAKE ROAD	COLTON	CA 92304
31	GLAVAL	6491TDFE45V28	7F412554	NATIONAL BUS SALES	P.O. BOX 6549	MARIETTA	GA	30066	36070532	Titon	DEPT OF VETERANS AFFAIRS	301 FREEDOM WAY	AUGUSTA	GA 30604
32	GLAVAL	6508TDFE45P1	3D408303	DORSCH FORD	2641 EATON ROAD	GREEN BAY	WI	54311	36051256F	Universal	ONEIDA TRIBE OF INDIANS	W1276 RANCH RD	GREEN BAY	WI 54313
33	GLAVAL	6509TDFE45P1	3D408303	DORSCH FORD	2641 EATON ROAD	GREEN BAY	WI	54311	36051256F	Universal	ONEIDA TRIBE OF INDIANS	W1276 RANCH RD	GREEN BAY	WI 54313
34	GLAVAL	6508TDFE45P8	3D408305	DORSCH FORD	2641 EATON ROAD	GREEN BAY	WI	54311	36051256F	Universal	ONEIDA TRIBE OF INDIANS	W1276 RANCH RD	GREEN BAY	WI 54313
35	GLAVAL	6509TDFE45P1	3D408303	DORSCH FORD	2641 EATON ROAD	GREEN BAY	WI	54311	36051256F	Universal	ONEIDA TRIBE OF INDIANS	W1276 RANCH RD	GREEN BAY	WI 54313
36	GLAVAL	6510TDFE45P1	3D408303	DORSCH FORD	2641 EATON ROAD	GREEN BAY	WI	54311	36051256F	Universal	ONEIDA TRIBE OF INDIANS	W1276 RANCH RD	GREEN BAY	WI 54313
37	GLAVAL	6511TDFE4532	3D408943	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051326	Universal	HILTON OAKBROOK TERRACE	10 DRYVY LANE	OAKBROOK TERRACE	IL 60181
38	GLAVAL	6512TDFE4532	3D408306	ILLINOIS BUS & VAN	1216 RAND ROAD	DES PLAINES	IL	60016	36051326F	Universal	MANE-UNES ASSOC. OF SPECIAL RECREATION	3620 WEST DEMPSTER STREET	MORTON GROVE	IL 60053
39	GLAVAL	6522TDFE35L8	3D431114	TRUCK LINCOLN/USINE SALES	41201 OLSER ROAD	N LAS VEGAS	NV	89101	36071032	Universal	CLUB DESOULE VACANAH CLUB	9226 W. TROPICANA AVE	LAS VEGAS	NV 89103
40	GLAVAL	6521TDFE35L8	3D431114	TRUCK LINCOLN/USINE SALES	41201 OLSER ROAD	N LAS VEGAS	NV	89101	36071032	Universal	CLUB DESOULE VACANAH CLUB	9226 W. TROPICANA AVE	LAS VEGAS	NV 89103
41	GLAVAL	6531TDFE45P1	3D408302	HUNTERLIGHT BUS	13788 LAPEL FRONT DRIVE	EARTH CITY	MO	63145	36053304	Universal	MORRIS COUNTY-AM PARKING	488 WHITE SPRUCE BLVD	ROCHESTER	NY 14623
42	GLAVAL	6532TDFE45P1	3D408302	HUNTERLIGHT BUS	13788 LAPEL FRONT DRIVE	EARTH CITY	MO	63145	36053304	Universal	MORRIS COUNTY-AM PARKING	488 WHITE SPRUCE BLVD	ROCHESTER	NY 14623
43	GLAVAL	6537TDFE4530	3D408189	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	ST. JOSEPH COVENANT CHURCH	10933 PROGRESS COURT	RANCHO CORDOVA	CA 95670
44	GLAVAL	6538TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
45	GLAVAL	6539TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
46	GLAVAL	6540TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
47	GLAVAL	6541TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
48	GLAVAL	6542TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
49	GLAVAL	6543TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
50	GLAVAL	6544TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
51	GLAVAL	6545TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
52	GLAVAL	6546TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
53	GLAVAL	6547TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
54	GLAVAL	6548TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
55	GLAVAL	6549TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
56	GLAVAL	6550TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
57	GLAVAL	6551TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
58	GLAVAL	6552TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
59	GLAVAL	6553TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
60	GLAVAL	6554TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
61	GLAVAL	6555TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
62	GLAVAL	6556TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
63	GLAVAL	6557TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
64	GLAVAL	6558TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
65	GLAVAL	6559TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
66	GLAVAL	6560TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
67	GLAVAL	6561TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
68	GLAVAL	6562TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
69	GLAVAL	6563TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
70	GLAVAL	6564TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
71	GLAVAL	6565TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
72	GLAVAL	6566TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
73	GLAVAL	6567TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
74	GLAVAL	6568TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
75	GLAVAL	6569TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
76	GLAVAL	6570TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
77	GLAVAL	6571TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
78	GLAVAL	6572TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
79	GLAVAL	6573TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
80	GLAVAL	6574TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
81	GLAVAL	6575TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
82	GLAVAL	6576TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
83	GLAVAL	6577TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
84	GLAVAL	6578TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	36051326	Universal	STOCK			
85	GLAVAL	6579TDFE4530	3D408196	AZ BUS	PO BOX 700	COLTON	CA	92324	3605					



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000565

## SAFETY RECALL NOTICE

Glaval Number **10V-618** ; Trans/Air No. **10E-028**

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Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

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December 23<sup>rd</sup>, 2010

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.**

Glaval Bus has decided that a defect which relates to motor vehicle safety exists on Ford E350/E450 "Universals", Chevy/GMC 4500/5500 "Titans" and Freightliner MB-55 "Apollo's", model years 2002, 2003, 2006, 2007 and 2008, manufactured between 08/1999 to 07/2007, that are equipped with a Trans/Air TA73 evaporator.

WHAT IS BEING RECALLED:

This recall applies to the speed control resistor.

WHY IS IT BEING RECALLED:

Trans/Air and Glaval Bus has concluded that if a short of the low, medium, or high speed wire to ground, while the evaporators are running in an alternate speed, should occur at installation, or during maintenance, or the addition of an accessory to the vehicle, there could be a possibility of a safety concern. The evaporator utilizes a power resistor to regulate blower speed. Should a short occur in any of the blower speed circuits, while the evaporators are running in an alternate speed, the short will cause the supply voltage to feedback through the resistor to ground, not drawing enough current to trip the fuse, but causing the resistor temperature to rise to a point where it will melt and possibly ignite the plastic blower housing to which it is mounted.. This situation could cause personal injury.

WHAT YOU NEED TO DO:

Contact Trans/Air Customer Service @ **800-673-2446** immediately.

WHAT TRANS/AIR WILL DO:

Trans/Air has developed a product improvement kit p/n 5031269 to address this issue. When you contact Trans/Air, they will provide you with nearest Authorized Service Center to have the improvement kit installed.

If after contacting Trans/Air and your inspection and/or repair is not completed in a reasonable amount of time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

Vehicles in the United States

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

Or call the Toll Free Vehicle Safety Hotline:

(888) 327-4236

TTY: (800) 424-9153

Or go to: <http://www.safercar.gov>

Please note: If the recall has been completed prior to receiving this notice, you still need to fill out and return the recall notice card included with this mailing.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000566

**RECEIVED**

By Recall Management Division at 10:57 am, Aug 03, 2011



**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup> **11V-402**  
**(8 pages)**

On **July 5<sup>th</sup>, 2011** we (Glaval Bus) decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **July 28<sup>th</sup>, 2011**

Furnish the manufacturer's identification code for this recall (if applicable):

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Matthew A. Pollard, Design Engineer**

Telephone Number: **(574) 262-2212 ext. 179** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Matthew A. Pollard**  
**Design Engineer**

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.



**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 1349  
Vehicles involved in recall: 39  
Percentage of recalled vehicles vs. produced: 2.8%

**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
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**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Total Number Potentially Affected by the Recall: 39

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Glaval Bus deviated from the installation guidelines established by Amerex Corporation starting with unit #11833. 39 units where built and shipped before it was brought to the attention of Glaval Bus by Amerex Corporation that the system may be considered an immediate life safety issue. Once this was brought to the attention of Glaval Bus, production was then notified and it was determined that unit 12581 was the last of those units that had the fire suppression system mounted incorrectly.



**III. Describe the Defect or Noncompliance**

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

This has been deemed a defect. Currently a discharge nozzle is mounted in the immediate area of the bus driver. As designed both nozzles need to be mounted underneath the hood as designed by Amerex Corporation.

Describe the cause(s) of the defect or noncompliance condition.

Glaval Bus deviated from the manufacturer's installation instructions.

Describe the consequence(s) of the defect or noncompliance condition.

Upon discharge of 13 lbs of ABC powder, it is the opinion of some observers that there is a potential to cause such a cloud of powder in the drivers compartment as to obscure or blind the driver

Identify any warning which can (a) precede or (b) occur.

None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

IV.  
V.

**VI. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Glaval Bus first received an email on June 30<sup>th</sup> 2011 from the manufacturer noting that this is considered an immediate life safety issue. No accidents, injuries, or fatalities have been reported due to this issue.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

## VII. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Upon determining the problem, Glaval Bus established a "Recall Instructions" document giving detailed instructions to correct the issue. Within this document, a time allowance is given to correct the issue. Should the end user/vehicle owner determine the nozzle placement is incorrect, we will instruct them to Getaway Marketing with their vehicle information so that they may coordinate getting their bus corrected.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

### **Remedied Buses:**

- a. Buses will have both fire suppression discharge nozzles located underneath the hood.

### **Recalled Buses:**

- b. Buses will **only** have one fire suppression discharge nozzle located underneath the hood and one underneath the dash to the upper right of the accelerator pedal

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The remedy is identical to the recall remedy.



### **VIII. Identify the Recall Schedule**

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to mail the dealers/end users notice by postal mail the week of August 15, 2010, dependant on when we receive approval from NHTSA.

### **11. Furnish Recall Communications**

12. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

Qty	Unit Number	1ST VIN#	Last 8 of VIN#	Model
1	11833	1GB9G5AL7	A1	10CTBF21223F 10 GM
2	11834	1GB9G5AL0	A1	10CTBF21223F 10 GM
3	11871	1GB9G5ALX	A1	10CTBF21223F 10 GM
4	11872	1GB9G5AL0	A1	10CTBF21223F 10 GM
5	11873	1GB9G5AL7	A1	10CTBF21223F 10 GM
6	11874	1GB9G5AL2	A1	10CTBF21223F 10 GM
7	11875	1GB9G5ALX	A1	10CTBF21223F 10 GM
8	12146	1FD4E4FS8	BD	11USF20223 11 FORD
9	12147	1FD4E4FS8	BD	11USF20223 11 FORD
10	12148	1FD4E4FSX	BD	11USF20223 11 FORD
11	12149	1FD4E4FS0	BD	11USF20223 11 FORD
12	12154	1GB9G5AG7	A1	11CTBF21324 11 GM
13	12155	1GB9G5AG0	A1	11CTBF21324 11 GM
14	12156	1GB9G5BL6	A1	11CTBF21223F 11 GM
15	12166	1FD4E3FS9	BD	11ESF05221 11 FORD
16	12217	1GB9G5AL2	A1	11CTBF21223F 11 GM
17	12218	1GB9G5AL8	A1	11CTBF21223F 11 GM
18	12219	1GB9G5AL3	A1	11CTBF21223F 11 GM
19	12220	1GB9G5AL4	A1	11CTBF21223F 11 GM
20	12221	1GB9G5AL7	A1	11CTBF21223F 11 GM
21	12222	1GB9G5AL5	A1	11CTBF21223F 11 GM
22	12223	1GB9G5AL7	A1	11CTBF21223F 11 GM
23	12224	1GB9G5ALX	A1	11CTBF21223F 11 GM
24	12256	1GB6G5BG4	B1	11CTBF21323 11 GM
25	12257	1FD4E4FS4	BD	11USF20223F 11 FORD
26	12258	1FD4E4FS6	BD	11USF20223F 11 FORD
27	12287	1GB9G5BG4	A1	11CTBF21324 11 GM
28	12288	1GB9G5AGX	A1	11CTBF21324 11 GM
29	12340	1GB6G2A64	A1	11CSF10021 11 GM
30	12341	1GB3G2BG1	B1	11CSF10121 11 GM
31	12342	1FD4E4FS2	BD	11USF20223 11 FORD
32	12368	1FD4E4FS6	BD	11USF20222 11 FORD
33	12371	1GB9G5BL9	A1	11CTBF21223F 11 GM
34	12372	1GB9G5BL5	A1	11CTBF21223F 11 GM
35	12440	1GB9G5AG9	A1	11CTBF451326 11 GM
36	12470	1GB6G5BG0	B1	11CTBF21323F 11 GM
37	12529	1FD4E4FS3	BD	11USF20223 11 FORD
38	12580	1GB6G5BG0	B1	11CTBF21323F 11 GM
39	12581	1FD4E4FS0	BD	11USF20224F 11 FORD



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000574

# SAFETY RECALL NOTICE

Glaval Number (USA) **11V-402**

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Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

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2011

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

## Dear Glaval bus Customer,

Glaval Bus has decided that a defect which relates to motor vehicle safety exists on both the Universal and Titan II, model years 2010 through 2011 transit buses, manufactured between the dates of April 1<sup>st</sup>, 2010 through July 1<sup>st</sup>, 2011. One of the fire suppression discharge nozzles was incorrectly placed in the driver's station and could prohibit the driver's view in the event of a system discharge. This situation could result in a vehicle crash.

### WHAT IS BEING RECALLED:

Certain Titan II and Universal transit buses are being recalled to correct faulty installation of one of the two fire suppression discharge nozzles.

### WHY IS IT BEING RECALLED:

One of the two nozzles designated to be installed underneath of the hood by Amerex (fire suppression system manufacturer) of the bus was mounted incorrectly under the dash near the driver's foot area. In the event of a system discharge, a significant amount of powder can be released into the driver's compartment obscuring the driver's view. **This is considered an immediate life safety issue.**

### WHAT YOU NEED TO DO:

Contact Getaway Marketing with your buses VIN number to confirm whether or not the unit has already been corrected.

### Primary Point of Contact:

**Getaway Marketing Inc.**

**Bill Gould x 221**

**1-941-747-5486 or [billgould@getawaybus.com](mailto:billgould@getawaybus.com)**

### Secondary Point of Contact:

**Glaval Bus Customer Service**

**1-800-445-2825 or [glavalcustomerservice@forestriverinc.com](mailto:glavalcustomerservice@forestriverinc.com)**

### WHAT GETAWAY MARKETING WILL DO:

Should your bus need to be corrected, Getaway Marketing will then make arrangements to have your bus corrected. If you are not able to reach Getaway Marketing, please contact Glaval Bus for confirmation. The correction will take approximately 45 minutes and will be performed at no charge to you.

If after contacting Glaval Bus and your inspection and/or repair is not completed in a reasonable amount of time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

**For Vehicles in the United States  
Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Or call the Toll Free Vehicle Safety Hotline:  
(888) 327-4236  
TTY: (800) 424-9153  
Or go to: <http://www.safercar.gov>**

Please note: If the recall has been completed prior to receiving this notice, you still need to fill out and return the recall notice card included with this mailing.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000575

# Glaval Bus Recall Instructions

914 COUNTY ROAD 1 N.  
ELKHART, INDIANA 46514  
800-445-2825 OR 574-262-2212

**E-mail** [glavalcustomerservice@forestriverinc.com](mailto:glavalcustomerservice@forestriverinc.com)

**Contact:** Glaval Bus Customer Service

**Units Involved:** Glaval Bus Entourage Built between 7-10-09 and shipped before 11-01-10

**Problem:** Fire suppression nozzle location..

**Solution:** Relocate nozzle to engine compartment.

**Time Allowance** 1 hours

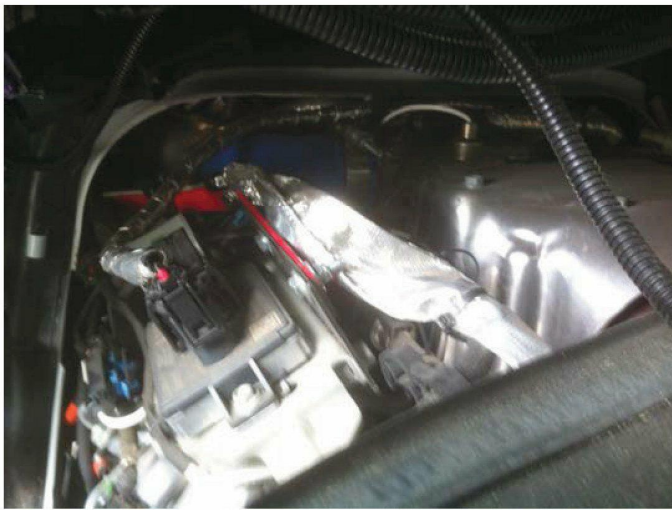
## Instructions

### Locate lower dash Access Panel:

1. Remove access panel under steering column.
2. Locate fire suppression nozzle on right side of steering column, above fuel pedal.
3. Remove p-clamp and push through to engine compartment side.



Picture 2 and 3 are the sensors found mounted to both sides of the valve coves in the engine compartment.



7. Reclamp all of the hoses.

A close-up photograph of the engine compartment. The alternator, a black cylindrical component with a ribbed pulley, is visible in the lower center. To its left is a black plastic fuse block with a yellow ring-shaped fuse holder. Various hoses, including a large black corrugated hose, and electrical wires are visible. A blue and silver metal fitting is prominent at the top. A black cap with a white oil can icon is on the right.





Picture 6 is a full under hood view of the hoses rerouted and p-clamped in place.



Picture 7 is of passenger side nozzle location.



Picture 8 is of drivers side nozzle location.



8. Seal the hole in the firewall where hose was removed.
  9. Replace all covers and panels remove for access.
  10. contact Glaval Bus Customer Service for any issues.
- 1-800-445-2825 or **E-mail** [glavalcustomerservice@forestriverinc.com](mailto:glavalcustomerservice@forestriverinc.com)

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000579



*Note: Glaval was not notified until December of 2011.*



**RECEIVED**

By Recall Management Division at 8:16 am, Jan 13, 2012

**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup>

On November 23<sup>rd</sup>, 2010 Carrier [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed on the spreadsheet "Units Involved", and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared:

January 11, 2012

Furnish the manufacturer's identification code for this recall (if applicable):

11E-003

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, a Division of Forest River, Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Rob Froelich, Design Engineer

Telephone Number: (574) 343-5165 Fax Number: (574) 264-9036

Name and Title of Person who prepared this report:

Rob Froelich  
Design Engineer

Signed:

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions; please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, *for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:*

Please see attached documentation labeled "Units Involved"



Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline:

5,008 vehicles

Vehicles involved in recall:

1,407 U.S. vehicles

Percentage of recalled vehicles vs. produced:

28.095%

## II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles

Model

Year

 Number of  
Potentially Involved

Please see attached documentation labeled "Units Involved"

Total Number Potentially Affected by the Recall:

1,407 vehicles

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Carrier's 17 page letter, dated January 25, 2011 with notation "11E-003" at the top right of the cover page (originally intended for Mr. Harris with NHTSA) and was mailed to us (Glaval) in December 2011 from Alex Ansley with NHTSA. This letter identifies the part numbers of the GEN V EM-1 Evaporators involved, which we (Glaval) then cross referenced with units built incorporating these evaporators, thereby creating the list of vehicles involved.

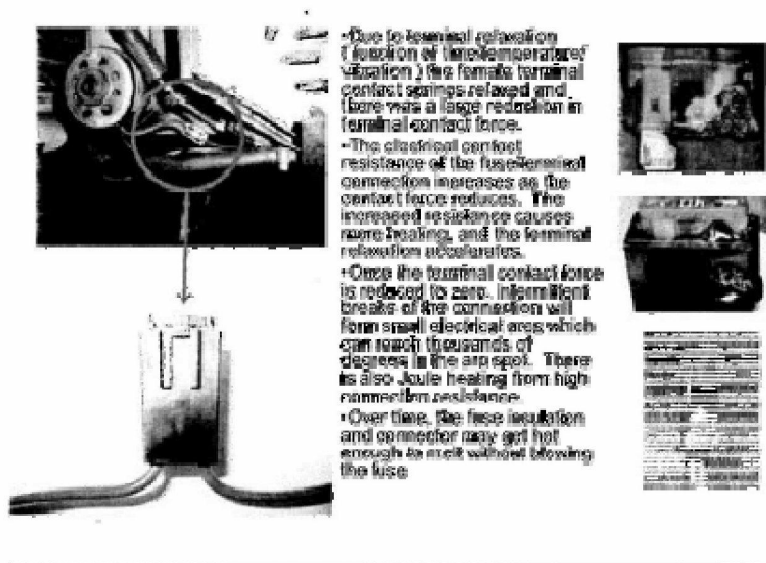
### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

~ PER CARRIER'S REPORT, DESCRIBED ON PAGE 3, NUMBER 4 ~

...determined that the EM-1 units may have a fuse holder defect, in which, due to time and temperature, the fuse holder may relax. Through relaxation of fuse holder contacts over time, a high-resistance connection may result, possibly producing arcing. The arcing may produce melting of the fuse holder or ignition of the fuse holder, which may cause flame or smoke to propagate within the EM-1 Unit." See photos on page 4 labeled "APPENDIX B". Please note: these were the only photos available to us (Glaval) despite requesting a cleaner copy from Muriel Makharine, listed as Carrier's representative for this recall.

#### APPENDIX B NHTSA NOTIFICATION Description of Potential Safety Defect





Describe the cause(s) of the defect or noncompliance condition.

Failure of the fuse holder is created by a combination of time, temperature and vibration causing the fuse holder to relax.

Describe the consequence(s) of the defect or noncompliance condition.

There is a possibility of arcing, which may produce melting of the fuse holder or ignition of the fuse holder, which may then cause flame or smoke to propagate within the EM-1 Unit.

Identify any warning which can (a) precede or (b) occur.

No information provided by Carrier, no information provided in letter to NHTSA from Carrier. From what we are reading, there is no warning, only to physically check the fuse holder and identify if it is indeed the faulty version.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

**Manufacturing Facility:** Carrier Corporation; 700 Olympic Drive, Athens, GA 30601  
**Headquarters:** Carrier Corporation; One Carrier Place, Farmington, CT 06034

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Muriel Makharine  
(860) 674-3304  
Muriel.Makharine@carrier.utc.com

#### IV. Provide the Chronology in Determining the Defect/Noncompliance

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

~ PER CARRIER'S REPORT, DESCRIBED ON PAGE 3, NUMBER 4 ~

**1<sup>ST</sup> INCIDENT:** On August 20, 2010, Carrier was notified of a thermal event in an EM-1 Unit installed in a school bus located in Thonotosassa, FL (Hillsborough school district). The thermal event occurred on July 28, 2010, with Carrier first being notified nearly a month later. The EM-1 Unit, built in 2004 by Carrier, had a replacement motor of unknown origin, installed on a date uncertain. Damage to the EM-1 Unit occurred with smoke residue coating the rear section of the bus.

**2<sup>ND</sup> INCIDENT:** On September 15, 2010, a second thermal event in an EM-1 Unit installed on a school bus located in Portland, Indiana (Jay School District) was reported to Carrier. The EM-1 Unit was installed on August 11, 2008. Carrier confirmed that the EM-1 Unit was equipped with an originally installed Allied Motion motor with a Delphi Pack-Con III fuse holder. Damage to the unit occurred with minimal smoke residue present in the rear of the bus.

**3<sup>RD</sup> INCIDENT:** On January 4, 2011, Carrier was notified of a third thermal event in an EM-1 Unit installed on a school bus located in Daytona Beach, FL (Volusia County School District) that occurred on January 3, 2011. The EM-1 Unit was built in 2003; however, it contained a replacement motor of undetermined manufacture. Damage to the unit occurred, with significant thermal and smoke damage to the rear, roof mounted escape hatch, with smoke residue present on the rear seats.



No reports of injury or death to persons were reported with any of the above incidents.

Upon notification of the first incident, Carrier dispatched a third party investigator (SEA, Ltd., hereafter "SEA") to Hillsborough School District to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse was a possible source of ignition. At the time, this was considered an isolated incident. Carrier's Product Safety Committee was informed of the investigatory results. Upon notification of the second incident, Carrier dispatched SEA to Jay School District, to investigate the root cause of the thermal event. The investigation indicated that the Delphi Pack-Con III fuse holder was suspect as the potential cause of the thermal event. In addition, Carrier's Design For Fire Prevention (DFFP) Team began root cause analysis investigation. Upon notification of third incident, Carrier dispatched SEA to Volusia County School District to investigate the root cause of the thermal event. The result of this investigation was inconclusive.

Delphi has conducted independent testing of the Pack Con III fuse holder and confirmed that melting of the fuse holder can occur with time, temperature and vibration.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

#### V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

The remedy to address this potential safety issue consists of the replacement of the existing Delphi Pack-Con III fuse holder with a fuse holder assembly of a more robust design.

While analyzing the potential root cause of the thermal event, Carrier, as proactive measure, stopped production of the EM-1 Units containing the Delphi Pack-Con III fuse holder as of November 23, 2010 and all sales of the EM-1 Units as of December 15, 2010. Carrier restarted production as of December 20, 2010, with a new fuse holder assembly design.

A retrofit kit composed of a fuse holder, fuse, connectors and complete instructions will be provided by Carrier for each EM-1 evaporator assembly affected. Carrier will work in collaboration with the installers and bus manufacturers to contact end users of units that must be retrofitted.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Included with answer to number 8 above.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.



Included with answer to number 8 above.

#### VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval plans to start the printing process for the labels, envelopes and letters to end users when NHTSA approves the letter. Once printed, we will have the envelopes "stuffed" and mailed within approximately one week. During this preparation, the dealers will be emailed so they can review ahead of time to prepare for phone calls/questions, etc. I will notify Kelly Schuler with NHTSA as time closes in, since there are over 1,400 letters making it difficult to predict the exact mailing date.

#### VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact the dealers first so they can review the recall ahead of time to prepare for phone calls/questions, etc. We will contact the end users through the mail using the approved "letter to end users" when NHTSA has approved.

OEM Chassis Involved:

Chevy, GMC, Ford and Freightliner

Glaval Models:

Apollo, Concorde II, Entourage, Primetime, Sport, Titan, Titan II and Universal

Model Years:

2006-2011

Time-line/Vehicles Produced:

Jan 2006-Dec 2010

5008 units produced during this time period

1,407 U.S. units affected by the recall.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000586

# SAFETY RECALL NOTICE

Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46514

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Federal regulations require that any vehicle lessor receiving this recall MUST forward a copy of this notice to the lessee within ten (10) days.**

Glaval Bus, in conjunction with Carrier, decided a defect which relates to motor vehicle safety exists on certain Chevy, GMC, Ford and Freightliner chassis, which include models Apollo, Concorde II, Entourage, Primetime, Sport, Titan, Titan II and Universals, model years 2006 through 2011, manufactured between January 2006 and December 2010 containing EM1 GenV evaporators manufactured between January 1, 2006 and December 2010, that contain modules with part numbers 77-62512-XX and 77-62112-XX/serial numbers between KNT90890232 and NNE91230058. Customers with EM1 GenV units prior to the above mentioned serial numbers and dates that have had Carrier replacement motors 54-00621-00 installed, will also require this upgrade.

## **WHAT IS BEING RECALLED:**

This recall applies to the Delphi Corporation Pack Con II fuse holder, contained within the EM1 evaporators.

## **WHY IS IT BEING RECALLED:**

Analysis of the potential safety issue determined that with time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt, and may be accompanied by flame, smoke and potential fire propagation within the EM-1 units.

## **WHAT YOU NEED TO DO:**

**CALL THE CARRIER RECALL HOTLINE @ (800) 793-4741** or an authorized Carrier dealer/service center immediately.

## **WHAT CARRIER WILL DO:**

Carrier will provide owners of all affected units a rework for the potential defect at no charge for parts or labor.

Even if the recall has been completed prior to receiving this notice,  
**YOU STILL NEED TO FILL OUT AND RETURN THE RECALL NOTICE CARD**  
This card has been included with this mailing.

If after contacting Carrier and your inspection and/or repair is not completed in a reasonable amount of time, which is not longer than 60 days after you tender the vehicle for repair, or without charge you may notify:

<u>Vehicles in the United States</u>	<u>Vehicles in Canada</u>
Administrator National Highway Traffic Safety Administration 1200 New Jersey Avenue, SE Washington, DC 20590 Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236 TTY: (800) 424-9153 Or go to: <a href="http://www.safercar.gov">http://www.safercar.gov</a>	Transport Canada ASFAD Place de Ville Tower C 330 Sparks Street Ottawa, ON K1A 0N5 (800) 333-0510

*NOTE: See reverse side of this document for Carriers instructions to identify and confirm units affected by this recall.*





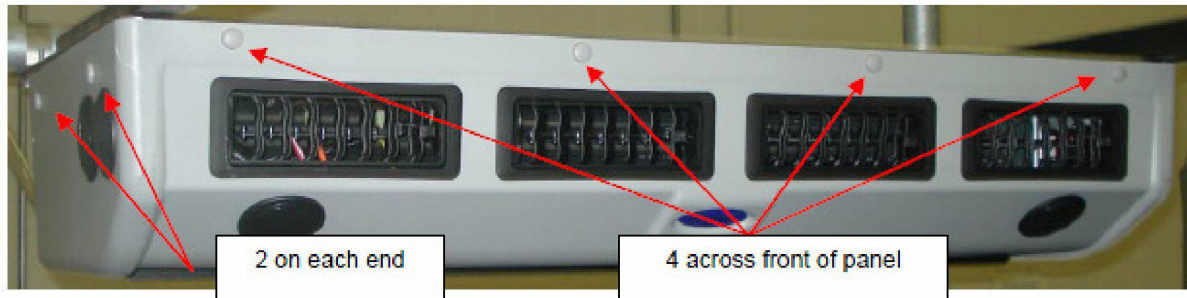
# SAFETY RECALL NOTICE

Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46514

Instructions to identify and confirm the affected units by the unit identification tag, and visual confirmation of the fuse assembly.

**CAUTION: BEFORE STARTING, DISCONNECT THE VEHICLE BATTERY & USE LOCKOUT/TAGOUT PROCEDURES FOR SAFETY.**

**STEP 1)** Remove the cover from the evaporator by removing the 8 screws shown below. Properly support the cover while removing the screws.



**STEP 2)** Once the cover has been removed, the identification tag containing the unit part number, manufacture date, and serial number can be found on the motor "cradle" mount, as seen in the photo below (on left). Compare the information to the above mentioned manufacture date, and/or serial number. Units employing a fuse holder as appears circled in red below require the upgrade with the new fuse holder.



Serial Number Tag



Old Fuse Holder



New Fuse Holder

- If determined the unit requires the fuse assembly upgrade, **THE SERIAL NUMBER WILL BE REQUIRED TO ORDER THE KIT.**
- The kit will be shipped to the address provided at no charge, and will contain all necessary materials and instructions.
- The time allowance to perform the re-work is 30 minutes. To submit for labor reimbursement, a warranty claim needs to be filed with Carrier. The process and codes to be used are as follows:
  1. Enter "PT11-01" in the "Part number" category. (No MPR required)
  2. Enter "PT11-01 L" in the "Job Code" category. (Represents 30 minutes labor)
  3. Submit claim.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000588

**RECEIVED**

By Recall Management Division at 10:02 am, Jul 09, 2012



**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup>

**12V-321**  
**6 Pages**

On January 24<sup>th</sup>, 2012 The Braun Corporation has decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **June 19, 2012**

Furnish the manufacturer's identification code for this recall (if applicable): NA

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Vickie Stout, Customer Service Manager**

Telephone Number: **(574) 262-2212 ext. 138** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Vickie Stout**  
**Customer Service Manager**

Signed

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.



**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_  
Production Dates: Beginning \_\_\_\_\_ Ending: \_\_\_\_\_  
VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_  
Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_  
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_  
\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 4057  
Vehicles involved in recall:  
346 USA  
34 Canada  
Percentage of recalled vehicles vs. produced: .0936%



**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
-------------------	------	-----------------------------------

**\*\*Please see attached documentation labeled "Supplement Documentation" \*\***

Total Number Potentially Affected by the Recall: 381

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Braun has supplied us with serial numbers of the lifts affected, which we then cross referenced with our VIN's.

### III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The location of the defect is the outboard end of the wheelchair lift platform specifically at the outer barrier. The defect manifests itself when the roll stop latches are not longer capable of restraining the roll stop to prevent wheelchair passengers from defeating or riding over the roll stop.

Describe the cause(s) of the defect or noncompliance condition.

Maintenance related to damaged part replacement, or product misuse through high energy wheelchair/scooter impacts.

Describe the consequence(s) of the defect or noncompliance condition.

The consequence of the defect is that the roll stop and latch parts may not operate properly or may become bent or misaligned through impact or continued use, and a wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair/passenger may fall to the ground and sustain injury

Identify any warning which can (a) precede or (b) occur.

During a pre or post-trip lift inspection, or before boarding the lift platform, a lift attendant or wheelchair occupant may observe the outer roll stop in an unlatched condition when the lift platform is deployed from its stowed position or raised off the ground.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

The Braun Corporation 631 W 11<sup>TH</sup> Street, Winamac, IN 46996 USA

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Barry Wolff, Director of Risk Management

**IV.****V.****VI. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

During the late summer of 2011, Braun received notice of a single complaint filed with NHTSA. This complaint prompted NHTSA Preliminary Evaluation to assess the scope and severity of the alleged defect. Upon learning of the complaint, Braun objected to NHTSA's allegation of defect and acknowledged that it had earlier addressed roll stop latch/latch bracket damage issues via two Service Bulletins in April and June 2010. These Service Bulletins were created to address situations where damaged roll stop latches and latch brackets made roll stop securements questionable. After further consultation with NHTSA, Braun concluded it would conduct a voluntary recall in the interest of public safety. Braun has addressed 10 warranty claims involving damaged roll stops, roll stop latches, and roll stop latch brackets.made roll stop securements questionable. After further consultation with NHTSA, Braun concluded it would conduct a voluntary recall in the interest of public safety.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Braun has addressed 41 warranty claims involving damaged roll stops, roll stop latches, and roll stop latch brackets. These were repaired by shipping/installing repair parts pursuant to the aforementioned Service Bulletins.

Since introduction of the subject lifts in November 2006<sup>9</sup>, Braun has received notice of 3 claims alleging injury and 1 claims alleging injury/fatality

**VII. Identify the Remedy**



8. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.

**\*\*Please see attached documentation labeled "Safety Recall Notice Service Bulletin 37679" \*\***

#### **VIII. Identify the Recall Schedule**

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval anticipates the recall campaign will begin during July 2012. At that time, our end-users will begin to be notified regarding the recall as well as our selling dealers.

Furnish Recall Communications

10. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000594

## SAFETY RECALL NOTICE

Glaval Number # 12V-321 (CANADA) # 2012-205 Braun # .12E002

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Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

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July 16, 2012

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.**

**Dear Glaval Bus Customer,**

Glaval Bus in conjunction with Braun has decided that a defect which relates to motor vehicle safety exists on all model manufactured between the dates of November 20<sup>th</sup> 2006 and September 10, 2010 that are equipped with a Braun Corporation Century and Vista 2<sup>nd</sup> generation Dual Parallel Arm Wheelchair lift.

WHAT IS BEING RECALLED:

The defect is located at the outboard end of the wheelchair left platform, specifically at the outer barrier. The defect manifests itself when the roll stop latches are not long cable of retraining the roll stop to prevent wheelchair passengers from defeating or riding over the roll stop.

WHY IS IT BEING RECALLED:

The lift may develop or exhibit a defect related to the outer roll stop latch. This defect may result in a passenger falling from the elevated lift platform and being injured or killed

WHAT YOU NEED TO DO:

Please contact your local authorized Braun Dealer and schedule an appointment.

WHAT BRAUN WILL DO

Once you have contacted your Braun dealer they will schedule you in for an appointment to make the necessary repairs. The work will take less than an hour to complete and is no charge to you. Additional time may be required depending on your inspection and their shop schedule.

Please bring the owner notification card with you at the time of your appointment and give it to your dealer, this identifies the lift and the service that is required. If you have any questions or need a local dealer name please contact a Braun Product Support representative at 1-800-488-0359.

<u>Vehicles in the United States</u> Administrator National Highway Traffic Safety Administration 1200 New Jersey Avenue, SE Washington, DC 20590 Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236 TTY: (800) 424-9153 Or go to: <a href="http://www.safercar.gov">http://www.safercar.gov</a>	<u>Vehicles in Canada</u> Transport Canada ASFAD Place de Ville Tower C 330 Sparks Street Ottawa, ON K1A 0N5 (800) 333-0510
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Please note: If the recall has been completed prior to receiving this notice, you still need to fill out and return the recall notice card included with this mailing.



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000596



## Safety Recall Notice

### Service Bulletin 37679

February 2012

Applicable for NCL and NVL Series AA-DA

Installation Kit 945-12E002

**THE BRAUN CORPORATION®**  
"Providing Access to the World"®

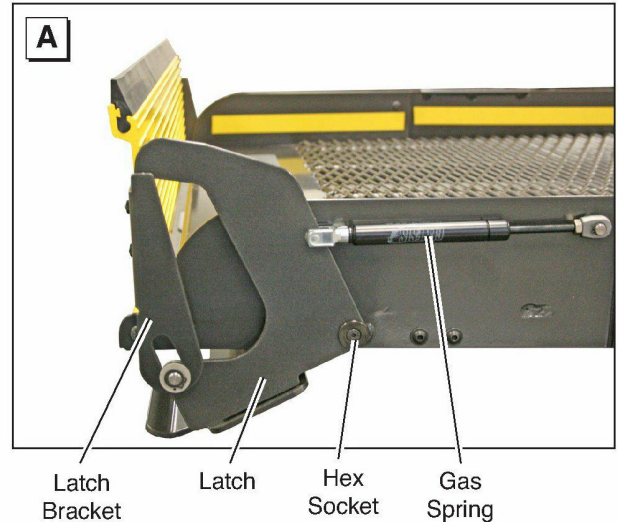
International Corporate Hdqrs: P.O. Box 310 Winamac, IN 46996 USA  
1-800-THE LIFT® (574) 946-6153 FAX: (574) 946-4670



Scan to View  
Instructional  
Video

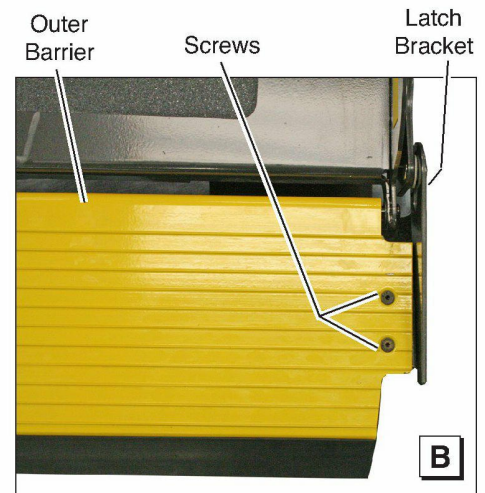
### Front (Right) Side Retrofit Procedure

1. Deploy lift to floor level.



2. Remove gas spring. See Photo A.

3. Remove two screws securing outer barrier to latch bracket. Discard screws and nuts. See Photo B.

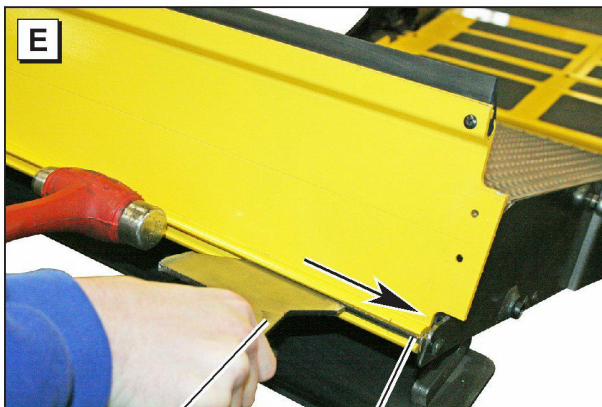
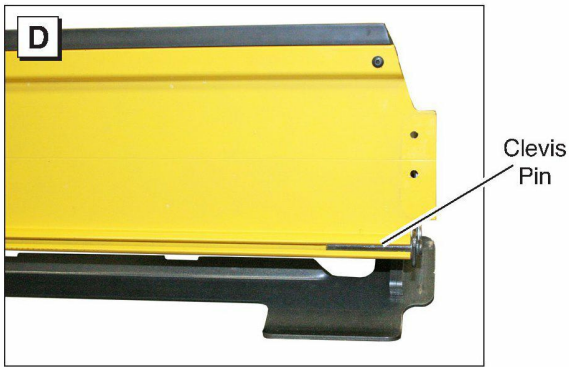


4. Remove hex socket and washer securing outer barrier latch to platform. Keep screw and washer. See Photo A. Remove and discard bracket/latch assembly. See Photo C.

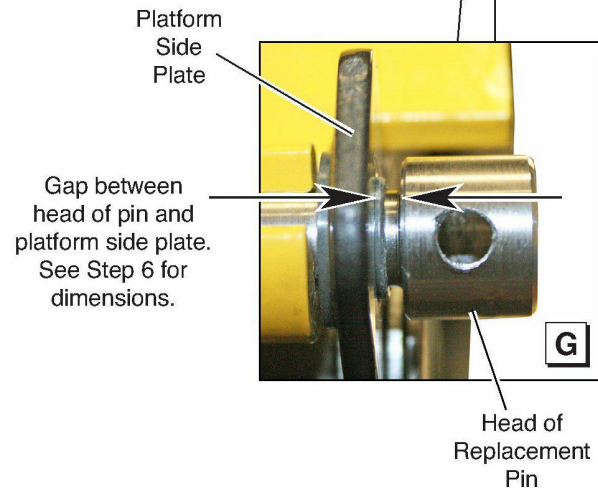
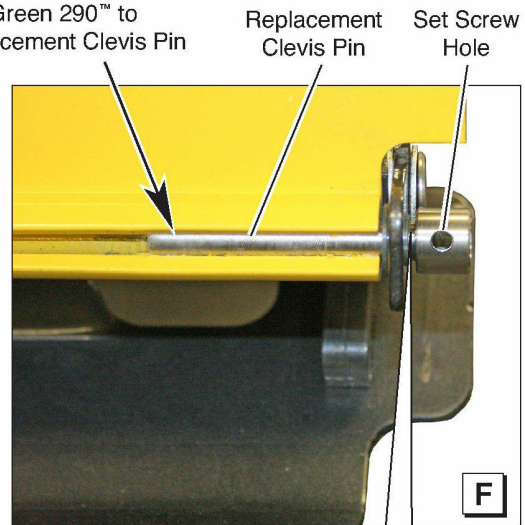
Outer Barrier  
Bracket/Latch  
Assembly



## Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679



Apply Loctite® Threadlocker  
Green 290™ to  
Replacement Clevis Pin



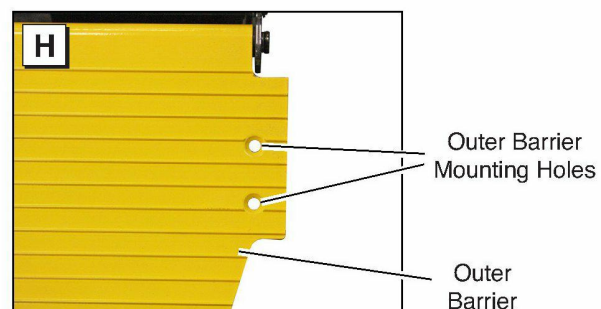
5. Remove clevis pin from platform/outer barrier using pin removal tool TL11002. The clevis pin is a friction fit and removal may be difficult. See Photos D and E.

6. Install replacement pin. Temporarily install roll stop pin cap on roll stop pin to avoid damaging the head of the replacement pin during installation. Remove cap. Refer to Photo J. Ensure that a gap exists between the head of the replacement pin and the platform side plate (See Photo G):

- Century: 1/16" gap both sides
- Vista: 1/8" gap on microswitch side, 1/16" opposite side.

During installation, position set screw hole facing outward for easy access. Apply Loctite® Threadlocker Green 290™ or equivalent on clevis pin after installation. See Photos F and G.

7. Drill outer barrier mounting holes to 1/4" diameter. See Photo H.

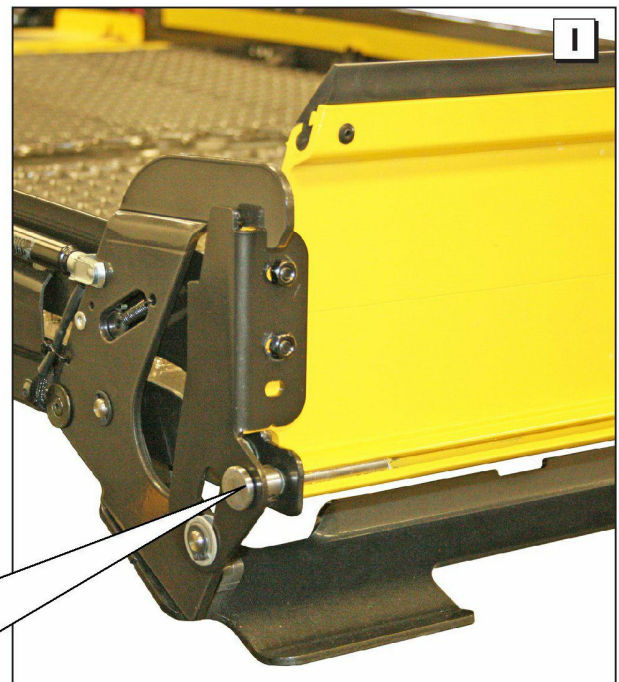
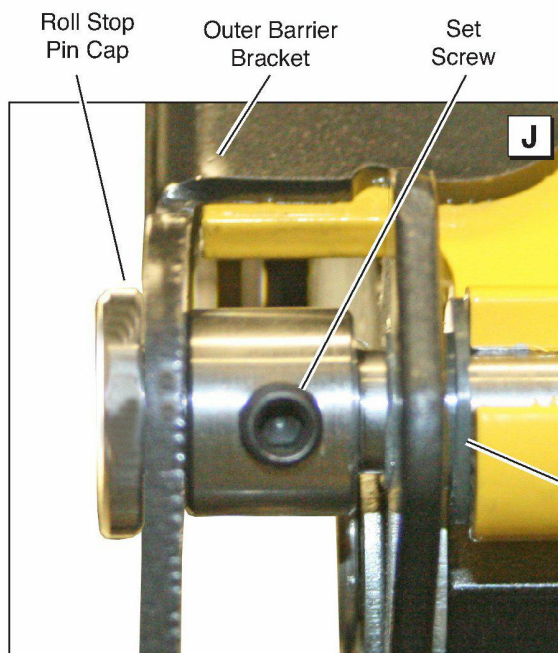
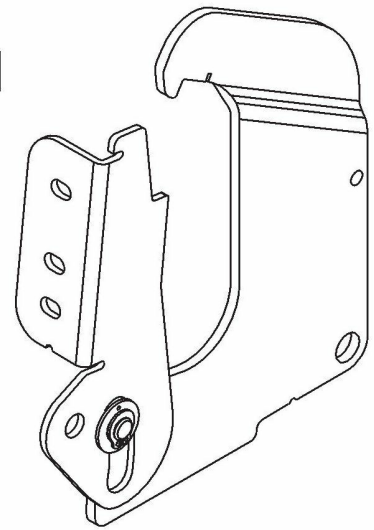




## Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

8. Install replacement outer barrier bracket/latch assembly using hex socket and washer removed in step 4. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Refer to Photo A and Figure 1.
9. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.
10. Install roll stop pin cap. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Secure with set screw. See Photos I and J.

**Figure 1**



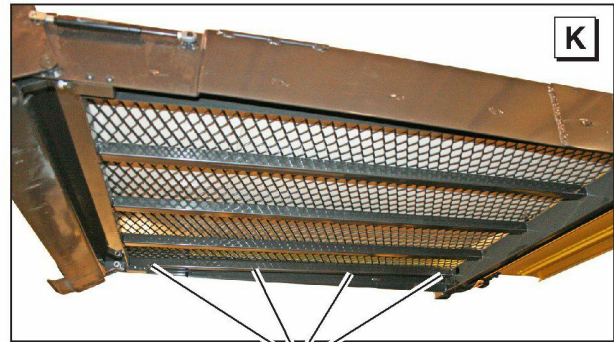
Ensure Plastic Flange  
Bearing Remains in Position

# Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

## Rear (Left) Side Retrofit Procedure

11. Perform steps 2 and 3.

12. Remove wire ties from microswitch harness and disconnect outer barrier microswitch harness. Discard. See Photos K and L.



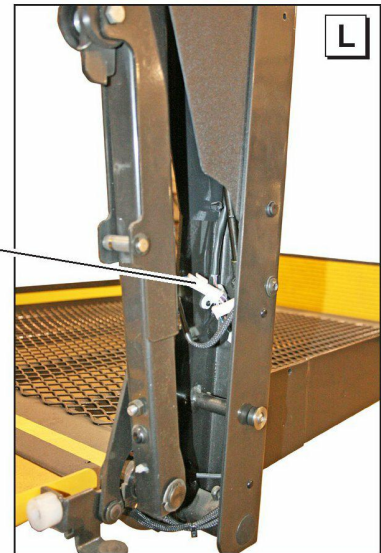
Wire Ties

13. Perform steps 4 through 7.

14. Install replacement outer barrier latch/bracket assembly using hex socket and washer removed in step 4. See Figure 2.

15. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.

16. Route and connect outer barrier microswitch harness. Secure with wire ties. Refer to Photos K and L.



Microswitch  
Harness  
Connector

17. Install roll stop pin cap. Secure with set screw. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. See Photos I and J.

18. Install gas springs.  
Confirm proper operation of gas springs.  
Replace if necessary.

19. Ensure proper outer barrier operation.

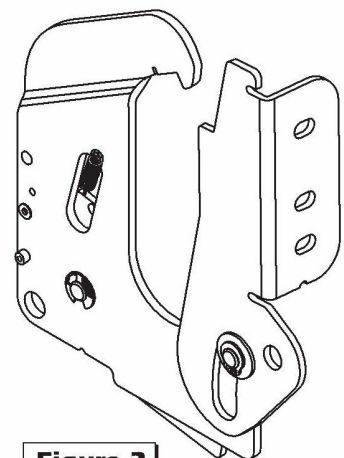


Figure 2



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000600

**RECEIVED**

By Recall Management Division at 2:20 pm, Aug 03, 2012



**12V-384**

**6 Pages**

**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Responsibility and Reports** <sup>(1)</sup>

On January 24<sup>th</sup>, 2012 The Braun Corporation has decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **July 26th**

Furnish the manufacturer's identification code for this recall (if applicable): NA

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

**Glaval Bus, A Division Of Forest River, Inc.**

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

**Vickie Stout, Customer Service Manager**

Telephone Number: **(574) 262-2212 ext. 138** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Vickie Stout**  
**Customer Service Manager**

Signed

<sup>(1)</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. **Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford 350 and 450** Model Years Involved: **2011-2012** Model(s): **Universal and Primetime and Sport.**

Production Dates: Beginning **July 1st 2011** Ending: **July 31 2012**

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Make(s): **Ford 550** Model Years Involved: **2011- 2012** Model(s): **Entourage**

Production Dates: Beginning **July 1st 2011** Ending: **July 31 2012** VIN

Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Make(s): **CHEVY 3500-4500** Model Years Involved: **2011-2012** (s): **TITAN II**

Production Dates: Beginning **July 1st 2011** Ending: **July 31 2012** VIN

Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Body style: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

\_\_\_\_\_

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: **1590**

Vehicles involved in recall: **90** USA **0** Canada

Percentage of recalled vehicles vs. produced: **.0566%**

## II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
Entourage, Sport, Universal and Titan II	2011 and 2012	90

Total Number Potentially Affected by the Recall: 90

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Specially Manufacturing Inc. has supplied us with of the number of units affected for each of our order and the part number for the affected parts we purchased and we were able to match our purchase orders in which we then cross referenced with our VIN's.

## III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Increased friction between the 009327 Rear Plate Assembly and the 008956 Nylon Receiver results in an opening force on ProLo roof hatches that may exceed FMVSS127 standards

### **Describe the cause(s) of the defect or noncompliance condition.**

Continued wear of the tools over time for both the 008956 Nylon Receiver and the 009327 Rear Plate Assembly produced by SMI combined with a change in suppliers for the 008956 Nylon Rear Pop-Up Support

### **Describe the consequence(s) of the defect or noncompliance condition.**

The forces required to open the roof hatch may exceed the FMVSS 217-specified 40-pound maximum by forces ranging from 1 to 25 pounds with the average being 7 pounds.



**Identify any warning which can (a) precede or (b) occur.**

There are no warnings for this issue. The condition would manifest itself only when the roof hatch is opened as, for example, during daily driver inspections the person opening the hatch perceived that greater than normal force was required.

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

Specialty Manufacture Inc. 10200 Pineville Road, Pineville, NC 28134

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

Mike Hagan Director of Sales & Marketing 704-889-7518

IV.

V.

**VI. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.
7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

As reported from SMI

3-19-12	<u>Initial report from Thomas Built Bus (TBB) that a ProLo hatch failed the 40 lb. FMVSS 217 opening force test.</u>
3-20-12	<u>Initial analysis of failure modes by SMI indicated that the 008956 Nylon Receiver was not t dimensional specifications. In addition, SMI identified a burr on the 009330 metal plate (part of 009327 Rear plat Assembly that fits into the 008956 support)</u>
3-21-12	<u>SMI Implemented a containment and rework process for the 009327 Rear Plate Assembly</u>
3-23-12	<u>SMI personnel visited TBB review that test and inspection process</u>
3-25-12	<u>SMI developed and implemented a rework process for the 008956 Nylon Receiver to open the slot dimensions to relieve the friction.</u>

3-26-12	<u>SMI refined the testing procedure, conducted field testing of hatches and gathered data to determine the extent of the issue.</u>
3-30-12	<u>SMI dispatched a team of Thomas Built Bus to inspect and/or replace 008956 Nylon Rear Pop-Up Supports on all ProLo hatches on their lot, on their assembly lines and in there stock.</u>
4-10-12	<u>SMI notified Blue Bird of the issue with the increased opening form on ProLo roof hatches</u>
4-12-12	<u>SMI decided to notify NHTSA and to take further remedial action</u>
4-11-12	<u>SMI DISPATCHED A TEAM TO Blue Bird to inspect and/or replace 008956 Nylon Receiver on all ProLo hatches on their lot, on their assembly lines and in their stock</u>
4-12-12	<u>SMI determined there was sufficient evidence to report the issue to NHTSA.</u>
4-14-12	<u>First production of 008956 Nylon Receiver at B&amp;B Tool and Molding.</u>
4-16-12	<u>SMI contacted Kelly Schuler at NHTSA</u>
4-16-12	<u>SMI notified IC/Navistar of the issue with the increased opening form on ProLo roof hatches</u>
4-16-12	<u>First receipt at SMI of 008956 Nylon Receiver from B &amp; B tool and Molding</u>
4-17-12	<u>SMI dispatched a team to IC/Navistar to inspect and/or replace 008956 Nylon Receiver on all ProLo hatches on their lot, on their assembly lines and in their stock</u>
7-18-12	<u>Glaval Bus received Recall notification from NHTSA</u>
7-19-12	Notification of receipt sent to NHTSA and investigation of recall started.
7-27-12	Contacted SMI and received for information on problem and solution and their 573 form so we could complete our information. Information shows that we received a total of 90 units first delivery date July 2011 and last date March 2012. Ran reports from July 1 2011 through July 31 <sup>st</sup> 2012 to find all units built with these parts and the customer names and locations. Found 101 units built so the 90 were in fact used. Checked shelf to ensure there were none left and there were not.
8-1-12	82 units were shipped with defect. There are 8 Glaval Bus units still on ground. Ordered parts and they will be changed as soon as parts arrive.

**VII. Identify the Remedy**

8. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.s

Replacement of the 008956 Nylon Receiver resolves interference issues

See Supplement ProLo hatch Rear Support Receiver Replacement Instructions # 009493K ATTACHMENT.

**VIII. Identify the Recall Schedule**

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval anticipates the recall campaign will begin during August 3rd. At that time, our end-users will begin to be notified regarding the recall as well as our selling dealers.

Furnish Recall Communications

10. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.