



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 9, 2016

Mr. Keith Fisher  
Director of Corporate Compliance  
Forest River, Inc.  
P.O. Box 3030  
55470 County Road 1  
Elkhart, IN 46515

NEF-150KS  
16V-411

**Subject:** Possible Steering Loss Due to Wrong Spacer

Dear Mr. Fisher:

This letter serves to acknowledge Forest River, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

GLAVAL BUS/SYNERGY/2015

**Mfr's Report Date:** June 2, 2016

**NHTSA Campaign Number:** 16V-411

**Components:**

STEERING

**Potential Number of Units Affected:** 2

**Problem Description:**

Forest River, Inc. (Forest River) is recalling certain model year 2015 Glaval Synergy transit buses manufactured March 23, 2015, to April 29, 2015. The affected vehicles are built on a Freightliner Custom Chassis and have steering boxes that were manufactured using incorrect internal spacers, resulting in premature wear in the connection between the steering wheel and the front axle.

**Consequence:**

The steering wheel's connection to the front axle could fail resulting in a sudden loss of steering ability, increasing the risk of a crash.

**Remedy:**

Forest River will notify owners, and Freightliner dealers will inspect and replace the steering box, as necessary, free of charge. The recall is expected to begin June 16, 2016. Note: Owners are urged not to drive their vehicles until they have been inspected. Owners may contact Forest River customer service at 1-574-262-2212 or Freightliner customer service at 1-800-547-0712. Forest River's number for this recall is 35-06022016-0207.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Forest River's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

We understand that DTNA will be filing the required quarterly reports for this recall.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement