

Part 573 Safety Recall Report**16V-217**

Manufacturer Name : Forest River, Inc.
Submission Date : APR 13, 2016
NHTSA Recall No. : 16V-217
Manufacturer Recall No. : 35-04112016-0168

**Manufacturer Information :**

Manufacturer Name : Forest River, Inc.
 Address : 55470 CR 1
 P.O. Box 3030 Elkhart IN 46515-3030
 Company phone : 1-800-348-7440

Population :

Number of potentially involved : 1,860
 Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2008-2016 Forest River, Inc. Glaval Bus - Apollo, Concorde II, Entourage, Legacy, Primetime, Sport, Titan, Titan II and Titan II Low Floor

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Glaval Bus is a manufacturer of transit commercial buses by Forest River, Inc.

Production Dates : AUG 01, 2008 - MAR 06, 2016

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Noncompliance :

Description of the Noncompliance : Emergency exit window labels are not within 16 centimeters (6.29") of the release mechanisms.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : The operating instructions for the emergency exit row window release mechanism does not meet FMVSS 217 requirements because the labels are not located within the correct distance of the release mechanism.

Description of the Cause : The emergency window manufacturer (Hehr) did not place the labels identifying the instructions for the release mechanism in the proper placement after the manufacturer initiated an internal process change.

Identification of Any Warning that can Occur : None.

Supplier Identification :**Component Manufacturer**

Name : Hehr Michigan

Address : 1103 W, Pearl St.

Chesaning MICHIGAN 48616

Country : United States

Chronology :

On April 5, 2016, Glaval Bus noted the non-compliance described above during an internal audit of its product. The same day, Starcraft Bus notified the window manufacturer (Hehr), who began a corrective action on current inventory. Glaval Bus also remedied all product in current inventory and in-process inventory.

Also on April 5, 2016, Glaval Bus notified Forest River Office of Corporate Compliance of the non-compliance. Forest River's Corporate Committee met on April 7, 2016 and determined that a recall was appropriate.

Description of Remedy :

Description of Remedy Program : The vehicle owners will be instructed to place the labeling on the window per the provided instruction contained within the notification packet.

The Glaval Customer Service Number is: (574) 642-3112

How Remedy Component Differs from Recalled Component : The remedied component will have two labels, each within 16 centimeters (6.29") of the release mechanism. The recalled component will only have one label in the lower center of the window.

Identify How/When Recall Condition was Corrected in Production : Glaval Bus will conduct a quality and compliance check process on all windows received from Hehr which contain an emergency release label. This compliance check will remain in place and the affected plant will be required to inspect and document the proper placement of the FMVSS 217 label for egress windows on all new vehicle production for the next 90 days, on the 100% Inspection List.

Recall Schedule :

Description of Recall Schedule : Forest River has the utmost urgency in our recalls. Forest River has sent suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.

Planned Dealer Notification Date : JUN 09, 2016 - JUN 09, 2016

Planned Owner Notification Date : JUN 09, 2016 - JUN 09, 2016

* NR - Not Reported