

# Part 573 Safety Recall Report

## 17V-430

**Manufacturer Name :** Forest River, Inc.

**Submission Date :** JUL 14, 2017

**NHTSA Recall No. :** 17V-430

**Manufacturer Recall No. :** 5.35.225-0461



### Manufacturer Information :

### Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 556

Address : 55470 CR 1

Estimated percentage with defect : 100 %

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

### Vehicle Information :

Vehicle 1 : 2017-2017 Forest River, Inc. Glaval – GLAVAL COMMUTE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Glaval and Starcraft are transit buses manufactured by Forest River, Inc. Crossfit is a Class B recreational vehicle that is manufactured by Forest River. The Glaval, Starcraft and Crossfit are manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on June 30, 2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

Production Dates : JAN 30, 2017 - JUN 28, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2017-2018 Forest River, Inc. Crossfit – CFB22D, CFB22DF

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Glaval and Starcraft are transit buses manufactured by Forest River, Inc. Crossfit is a Class B recreational vehicle that is manufactured by Forest River. The Glaval, Starcraft and Crossfit are manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on June 30, 2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

Production Dates : JAN 06, 2017 - JUN 28, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2016-2017 Forest River, Inc. Starcraft - CANDIDATE II

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Glaval and Starcraft are transit buses manufactured by Forest River, Inc. Crossfit is a

**Descriptive Information :** Class B recreational vehicle that is manufactured by Forest River. The Glaval, Starcraft and Crossfit are manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on June 30, 2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

**Production Dates :** MAR 18, 2016 - JUN 26, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

**Vehicle 4 :** 2016-2017 Forest River, Inc. Starcraft - PRODIGY BUS

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Glaval and Starcraft are transit buses manufactured by Forest River, Inc. Crossfit is a Class B recreational vehicle that is manufactured by Forest River. The Glaval, Starcraft and Crossfit are manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on June 30, 2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

**Production Dates :** JUN 02, 2016 - JUL 12, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

**Vehicle 5 :** 2015-2017 Forest River, Inc. Starcraft - STARLITE

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Glaval and Starcraft are transit buses manufactured by Forest River, Inc. Crossfit is a Class B recreational vehicle that is manufactured by Forest River. The Glaval, Starcraft and Crossfit are manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on June 30, 2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

**Production Dates :** AUG 26, 2015 - JUN 30, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

### Description of Defect :

**Description of the Defect :** Based on the notification received by Ford, in the affected vehicles, the driveshaft flexible coupling may crack with increasing mileage, resulting in driveline noise and vibration. Continued driving with a cracked flexible coupling may cause separation of the driveshaft, resulting in a loss of motive power while driving, or unintended vehicle movement in park without the parking brake applied.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Separation of the driveshaft can result in secondary damage to surrounding components, including brake and fuel lines. A driveshaft separation may

Description of the Cause : increase the risk of injury or crash.  
Unknown  
Identification of Any Warning that can Occur : Noise and vibration from the driveline.

## Supplier Identification :

### Component Manufacturer

Name : Ford Motor Company  
Address : P. O. Box 1904  
Dearborn MICHIGAN 48121  
Country : United States

## Chronology :

On Thursday, June 28, 2017, Forest River's Office of Corporate Compliance was notified by Ford of a defect in their MY 2014 through 2017 Transit. Forest River began an investigation into its inventory of Ford Transit's that are identified in Ford's 17S15 Safety Recall notification.

The Corporate Recall Committee was advised of the Ford recall on June 30, 2017. On July 3, 2017, the OCC continued to investigate the affected vehicles in conjunction with Ford's Customer Service division. On July 14, 2017, Forest River identified two school busses that were included in this recall. These are now removed and filed in a separate recall. This lowered the vehicle population for this recall from 558 to 556.

## Description of Remedy :

**Description of Remedy Program :** Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251. Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed. Refunds will only be provided for the cost associated with driveshaft flexible coupling failure.

What is the Forest River Customer Service Phone Number?

FORD: (800) 392-3673

GLAVAL: (800) 445-2825

STARCRAFT: (800) 348-7440

CROSSFIT: (574) 825-8465

**How Remedy Component Differs from Recalled Component :** Interim Repair: Replace the driveshaft flexible coupling – includes time to clean and re-use certain fasteners (interim repair will NOT close the recall)

According to Ford's notice, the final repair will not be available until August, 2017.

**Identify How/When Recall Condition was Corrected in Production :** Unknown

## Recall Schedule :

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

**Planned Dealer Notification Date :** SEP 01, 2017 - SEP 01, 2017

**Planned Owner Notification Date :** SEP 01, 2017 - SEP 01, 2017

\* NR - Not Reported