

Part 573 Safety Recall Report

17V-430

Manufacturer Name : Forest River, Inc.

Submission Date : JUL 26, 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 : 557

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 : Rockport is a work-truck manufactured by Forest River, 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

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

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2015-2017 Forest River, Inc. Starcraft - STARLITE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

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Production Dates : AUG 26, 2015 -JUN 30, 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

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

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2016-2017 Forest River, Inc. Starcraft - CANDIDATE II

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

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

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2017-2017 Forest River, Inc. Rockport - RPAF1266WN

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

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involvement in this Ford Transit recall.

Production Dates : JUL 21, 2017 - JUL 21, 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 increase the risk of injury or crash.

Description of the Cause : 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.

On July 21, 2017, OCC learned of additional vehicles manufactured under the Rockport brand which may be

effected, OCC provided for these findings on July 25, 2017. Ford identified the recalled vehicles. The addition of the Rockport into the recall elevates the population to 557 from 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