

Part 573 Safety Recall Report

17V-446

Manufacturer Name : Forest River, Inc.

Submission Date : JUL 14, 2017

NHTSA Recall No. : 17V-446

Manufacturer Recall No. : 5-07142017-0481



Manufacturer Information :

Population :

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 2

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 : 2016-2016 Forest River, Inc. Starcraft - Quest School Bus

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Starcraft - Quest are school busses manufactured by Forest River, Inc. The Starcraft - Quest School Bus is manufactured using the Ford Transit Chassis. Each OEM VIN was provided to Ford on 06/30/2017 and Ford cross referenced their VINs to confirm the subject vehicles' involvement in this Ford Transit recall.

Production Dates : AUG 25, 2016 - AUG 25, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : 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 : None

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

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. While the notification did not pertain the VIN(s) of the subject vehicles; Forest River began an investigation into its inventory of Ford Transit's that are identified in Fords' 17S15 Safety Recall.

The Corporate Recall Committee was advised of the recall and notified it would be a pass-through recall on June 30, 2017. On July 3, 2017, Forest River began identifying the vehicles using further information it acquired through Fords Customer Service division.

On July 14, 2017, Forest River OCC identified Starcraft – Quest School Bus vehicles subject to this Ford Recall, which requires a separate recall.

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?
STARCRAFT: (800) 348-7440
FORD: (800) 392-3673

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

from Recalled Component :

The final repair from Ford is not believed to be available until August, 2017, per Ford.

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 11, 2017 - SEP 11, 2017

Planned Owner Notification Date : SEP 11, 2017 - SEP 11, 2017

* NR - Not Reported