

# Part 573 Safety Recall Report

# 17V-585

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

**Submission Date :** SEP 21, 2017

**NHTSA Recall No. :** 17V-585

**Manufacturer Recall No. :** 35-0497



## 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 :** 707

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2017-2018 Forest River, Inc. GLAVAL APOLLO, COMMUTE, CONCORDE II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF, UNIVERSAL

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

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The scope was determined by the introduction date of the washer into manufacturing. Glaval also asked their customers to review their vehicles' seat washers and see if any had experienced cracking.

**Production Dates :** MAR 01, 2017 - SEP 08, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The washers used to mount the seats to the floor of the bus were over heat treated, causing them to become brittle and crack in some instances.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the washer is cracked and dislodges from the seat mounting area, the seat may become loose at the base. This condition could create an increased risk of injury in the event of a sudden stop or crash. Forest River is not aware of any accidents or injuries associated with this issue.

**Description of the Cause :** During manufacturing, of the washers by the sub-supplier, the heat treating process caused the metallic properties to crystallize and become brittle.

**Identification of Any Warning that can Occur :** An operator may visually see the washer cracked or missing from under the leg of the bus seat.

## Supplier Identification :

### Component Manufacturer

Name : FREEDMAN SEATING COMPANY  
Address : 4545 W. AUGUSTA BLVD.  
CHICAGO ILLINOIS 60651  
Country : United States

## Chronology :

In early August, 2017, Forest River's – Office of Corporate Compliance (OCC) was notified by its Glaval Bus division of four instances where t washers failed during the seat installation process at the production facility. OCC launched an investigation into the washers with the manufacturing plant and involved the seating supplier and sub-supplier of the seating hardware. As part of the investigation Forest River also had some of the washers independently tested for hardness which revealed that the washers exceeded the industry standard.

Glaval reviewed its records and found no reports or claims related to this issue. Glaval Customer Service also began proactively contacting customers and dealerships in mid-August to understand whether there were any failures in the field. As a result of that effort, only one customer reported a hairline crack in a washer in the field. There was no report of any damage to the seat itself.

Working with the hardware sub-supplier, from late August through early September 2017, Glaval Customer Service found that the sub-supplier had made a substitution in the type of washers used and the issue had been isolated to a particular batch. Glaval also reviewed its own records to understand which vehicles may have used the affected washers and whether the issue in fact presented a safety concern. .

On September 15, 2017, Forest River's Corporate Committee decided to conduct a recall to address the issue.

## Description of Remedy :

Description of Remedy Program : Forest River will provide all required parts and labor, free of charge to Dealers. There will not be any cost to any owner affected by the recall. Forest River will replace all affected washers with washers that have sufficient hardness.

What is the Forest River Customer Service Phone Number? (574)  
343-5167

How Remedy Component Differs from Recalled Component : Replacement washers will have "HJ" embossed on the part which indicates the washer meets industry standards for hardness.

**Identify How/When Recall Condition was Corrected in Production :** At the time of the washer cracking in manufacturing in August, all washers for this application were quarantined, and the supplier was notified. New replacement washers that meet the specification were given to manufacturing for use.

## Recall Schedule :

**Description of Recall Schedule :** Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles (as needed) 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 :** NOV 17, 2017 - NOV 17, 2017

**Planned Owner Notification Date :** NOV 17, 2017 - NOV 17, 2017

\* NR - Not Reported