

# Part 573 Safety Recall Report

# 17V-780

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

**Submission Date :** MAY 11, 2018

**NHTSA Recall No. :** 17V-780

**Manufacturer Recall No. :** 05-0592



## 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 :** 810

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2017-2017 Forest River, Inc. Starcraft School Bus - Prodigy, Prodigy LP, Quest

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

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Forest River's investigation found that floor screws of the incorrect length 2 ½" screw were used in production beginning in mid-January of 2017 until approximately August 8, 2017, when the component was removed from the production facility. Forest River is including an additional month of production, until September 8, 2017, in the scope of the recall to ensure all affected vehicles are captured.

**Production Dates :** JAN 12, 2017 - SEP 11, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Certain school buses may have been produced with floor screws that are too long and could have damaged the vehicle fuel lines.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the damage to the fuel lines is severe enough, the vehicle could lose motive power, lead to fuel fume exposure or increase the risk of a fire.

**Description of the Cause :** Some of the floor screws used during manufacturing were one inch too long.

**Identification of Any Warning that can Occur :** Visual leakage of fuel or scent of fuel around the exterior of the bus may be present.

## Supplier Identification :

## Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

On November 28, 2017, Starcraft Bus received a dealer warranty claim which stated that one of the screws used to fasten the flooring system had damaged a fuel line and caused a fuel leak. The plant reviewed the size of floor screws being used in production and found that the correct size was being used.

Further investigation revealed that on August 7, 2017, the Starcraft plant received a communication from a dealer reporting concerns about a screw that appeared to be too long in relation to the fuel line. The fuel lines are installed by the chassis manufacturer and are installed in the same general route or pattern. At that time, the plant had inspected the vehicles located in the ship yard and while it found inconsistent sizes in the length of some of the floor screws, none posed a potential safety concern since they were not located in the direct vicinity of the fuel line. On August 8, 2017, Starcraft had performed a review of the floor screws being used in the production facility and removed and quarantined all screws that were not the appropriate size. Starcraft also notified the component supplier of the issue.

On December 1, 2017, Forest River decided to conduct a safety recall to address the issue.

On May 11, 2018 Forest River's Office of Corporate Compliance discovered that the vehicle population was incorrectly listed as 843. 33 vehicles had been remedied at the manufacturing plant prior to shipment leaving 810 vehicles in the field.

## Description of Remedy :

Description of Remedy Program : Forest River will inspect the vehicles to assess whether the fuel lines were compromised and replace the fuel lines if needed. Forest River will replace and install replacement floor screws of the appropriate length. Forest River will provide free of charge, all replacement parts, including fuel lines as needed, at no cost to the dealerships or Owners.

What is the StarCraft Phone Number: (800) 348-7440

How Remedy Component Differs from Recalled Component : The remedied buses will have 1 ½" screws instead of 2 ½" screws used to attach the stability track cover. Additionally, a new fuel line will be installed if the installed fuel line was potentially compromised.

Identify How/When Recall Condition was Corrected in Production : The production line stopped using the incorrect length screws on August 8, 2017, when they were removed from the plant.

**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 : FEB 01, 2018 - FEB 01, 2018

Planned Owner Notification Date : FEB 01, 2018 - FEB 01, 2018

\* NR - Not Reported