

# Part 573 Safety Recall Report

# 18V-481

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

**Submission Date :** FEB 08, 2019

**NHTSA Recall No. :** 18V-481

**Manufacturer Recall No. :** 35-0751



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 707

**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 :** 2017-2018 Forest River, Inc. GLAVAL – APOLLO, COMMUTE, CONCORD II, ENTOURAGE, LEGACY, PRIMETIME, TITAN II, TITAN II LF and UNIVERSAL

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

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The scope was determined by the introduction date of the batch of washers into manufacturing until the point when the batch was quarantined and removed from production.

**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 all of the passengers' seat-belt assemblies to the seat frame 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-belt mounting area, the seat-belt webbing may become loose and not sufficiently restrain the occupant(s) in a crash.

**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 :** None

**Supplier Identification :****Component Manufacturer**

Name : FREEDMAN SEATING COMPANY

Address : 4545 W. AUGUSTA BLVD.  
CHICAGO ILLINOIS 60651

Country : United States

**Chronology :**

On September 21, 2017, Forest River submitted a recall report (17V-585) to address an issue related to the strength of washers used to mounting bus seats to the floor of the vehicle. During manufacturing by the sub-supplier, the washers had been over heat treated and became brittle. Forest River initiated an investigation when it became aware of a small number of instances where the washers failed during the installation during production, but was not aware of any field incidents. Forest River's investigation limited the issue to a particular batch of washers which were quarantined and discarded. On May 25, 2017, during a meeting with the sub-supplier, Forest River uncovered that the same washers had also been used to install the seat belt assembly to all of the passenger's seats. At the time of the original investigation, Forest River was not aware of any issues concerning the washers when installing the seat belt assemblies and is currently not aware of any reports or incidents involving the washers in the seat belt assemblies. Forest River has confirmed that the washers from this sub-supplier have not been used for any other purpose in the vehicles.

On June 1, 2018, Forest River's Corporate Committee decided to conduct a recall to address the issue.

On June 29, 2018, Forest River identified three duplicate VINs; the scope of vehicles has been lowered to 704 from 707 vehicles.

On July 18, 2018, Forest River Glaval made OCC aware that the Driver's seatbelt and Co-Pilot seatbelt (if a co-pilot seat and seatbelt assembly are installed by the O.E.M. are not affected as these seatbelts is installed by the O.E.M. and are not modified by Forest River. Upon further investigation into the issue, OCC determined the information gathered affects the passenger seats installed by Forest River and is submitting this amendment and will renotify all Dealers and Owners.

This Part 573 will supersede recall 18V376.

## 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 : New replacement washers that meet the specification were used in vehicle production since September 2017.

## 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 : JUL 31, 2018 - JUL 31, 2018

Planned Owner Notification Date : JUL 31, 2018 - JUL 31, 2018

\* NR - Not Reported