

**SAFETY RECALL NOTICE**  
**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**  
**CAMPAIGN NO: 18E-076**

November 1, 2018

Gerald Sluder  
FOREST RIVER/STARCRAFT  
P.O. BOX 1903  
ATTN: ACCOUNTS RECEIVABLE  
GOSHEN, IN 46526

[gsluder@forestriverinc.com](mailto:gsluder@forestriverinc.com)

This notice is sent to you in accordance with the requirements of 49 CFR 577.13.

Freedman Seating Company (FSC) has determined that our GO-ES Foldaway Seat may have a defect which may increase the risk in occupant injury in the event of a vehicle collision. These seats may have been manufactured with a back frame weldment that is too narrow resulting in deformation of the seat back cushion dump mechanism which may cause it to malfunction. If this mechanism does malfunction the seat back cushion may not support the appropriate loading in the event of a front or rear vehicle collision.

During the operation of the seat and, specifically, in rotating the seat back cushion from the stowed to the upright, design use position there needs to be an audible click of the mechanism locking into position. In addition, the mechanism handle will rotate downwards. There may be some seats where the mechanism does not fully engage during this operation of the seat back cushion.

Upon receipt of this Recall Notice, FSC is requesting you provide notification of this Safety Recall of the subject seat to your Dealer and Customer/Owner.

To correct this condition, FSC will facilitate the inspection and any necessary repairs. An Inspection & Service Procedure is attached that provides instruction on how to inspect the seat and repair it if necessary. These documents can also be found here:

<https://www.freedmanseating.com/instructions/go-es-foldaway>

After seat inspection and a determination the seat is defective the customer shall complete the Recall Order Repair Form which can be downloaded at

<https://www.freedmanseating.com/instructions/go-es-foldaway> and email FSC Customer

# FREEDMAN

SEATING COMPANY

Service ([partsdept@freedmanseating.com](mailto:partsdept@freedmanseating.com)) to order a Recall Parts Kit. To ensure the email is not mistakenly identified as spam the email subject line must include: GO-ES Foldaway Seat Recall. No repair parts will be sent unless the form is completely filled out. The expected time to complete the seat repair is 30 minutes per seat. FSC will reimburse the cost of repairs related to this recall including parts and labor. The reimbursement will be \$50.00/seat.

Upon completion of the recall repair work the Customer must file a claim with FSC Customer Service for reimbursement referencing FSC Recall #18E-076 on the claim.

FSC Recall Contact:

Terry Gogins or Anthony Lee or Anna Kurzawa

Customer Service Representative

Freedman Seating Company

4545 W Augusta Blvd

Chicago, IL 60465

800-443-4540

[Terry.gogins@freedmanseating.com](mailto:Terry.gogins@freedmanseating.com)

[Anthony.lee@freedmanseating.com](mailto:Anthony.lee@freedmanseating.com)

[Anna.kurzawa@freedmanseating.com](mailto:Anna.kurzawa@freedmanseating.com)

We have attached your sales order history of this seat. Our GO-ES Foldaway Seat was shipped to you on the dates indicated on the attachment.

Should you have any vehicle(s) in inventory that require recall repair work please make certain these vehicles are corrected prior to sale. FMVSS 577.13 states it is a violation of Federal law for a manufacturer/dealer to deliver a new motor vehicle covered by this notification under sale or lease until the defect is remedied.

If you have any questions pertaining to this recall, please call FSC Customer Service at 800-443-4540.

David Klopp

Director of Quality, Testing & Compliance

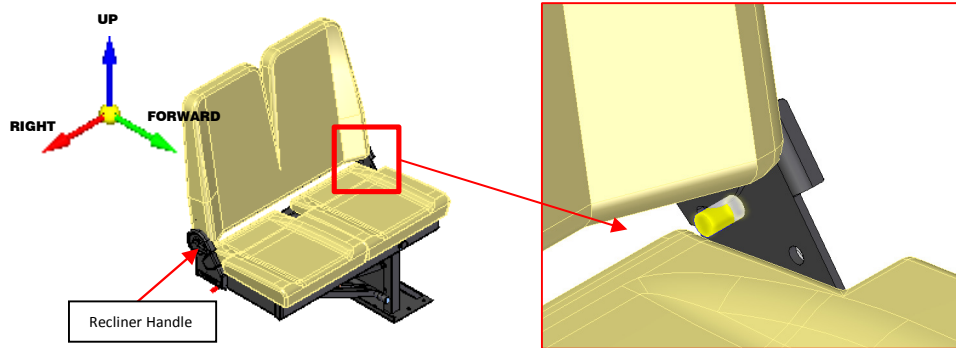
Freedman Seating Company

Office: 773-524-2440 x241

[Dave.klopp@freedmanseating.com](mailto:Dave.klopp@freedmanseating.com)

## GO-ES Foldaway Seat Inspection

- Check shipping date under seat. Seats shipped July 2018 and after do not need any repair.
- *Index Pin inspection. Is pin bent? No = Pass*
  - 🔑 *Pin is located opposite of recliner handle as shown below.*



- Seatback lock inspection. All checks must pass for the seat to be considered locked.
  - 🔑 Video showing inspection: <https://www.freedmanseating.com/instructions/go-es-foldaway>
  - A. Rotate seatback to in-use position. Does it take significant effort to rotate? *No = Pass*
  - B. Set seatback between the in-use and stowed positions and release handle. Slowly move seatback to in-use position.
    1. Does recliner make an audible click noise indicating it is locked? *Yes = Pass*
    2. Does recliner handle rotate all the way down in one motion? *Yes = Pass*
  - C. Apply forward and backward pressure to seatback. Does seatback remain locked? *Yes = Pass*
  - D. Set seatback to in-use position. See video.
    1. While applying forward pressure to back of the seat, lift release handle just enough to disengage seatback. *Do not manually lift handle all the way. The position of disengagement is somewhere between the handle's locked and fully unlocked position.*
    2. Release handle and move seatback back and forth near the in-use position.
      - i. Does it sound/feel like the mechanism is ratcheting? *No = Pass*
      - ii. Does it take significant effort to rotate seatback? *No = Pass*



If all inspections pass, seat does not need any repair.

If any of the inspections fail, perform repair per detailed instructions using service kit (FSC Part Number: 44200).

Instructions and related documents can be found here:

<https://www.freedmanseating.com/instructions/go-es-foldaway>

Customer Service Contact Information:

Email: [PartsDept@freedmanseating.com](mailto:PartsDept@freedmanseating.com)

Email Subject Must Contain: GO-ES Foldaway Seat Recall

Seat Recall Form must be complete and attached

Terry Gogins  
Customer Service Department  
773-524-2440 EXT 233

Anthony Lee  
Customer Service Department  
773-524-2440 EXT 311

## GO-ES Foldaway Service Instructions

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## Seat Preparation

### Step 1

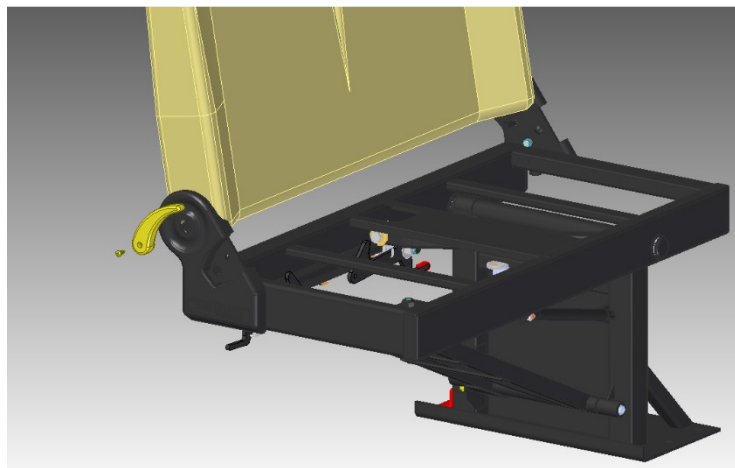
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- Set the seat to the in-use position. Carefully remove cushion inserts by pulling them up to access seat frame. See Video.

### Step 2 **SKIP THIS STEP IF INDEX PIN IS NOT BENT**

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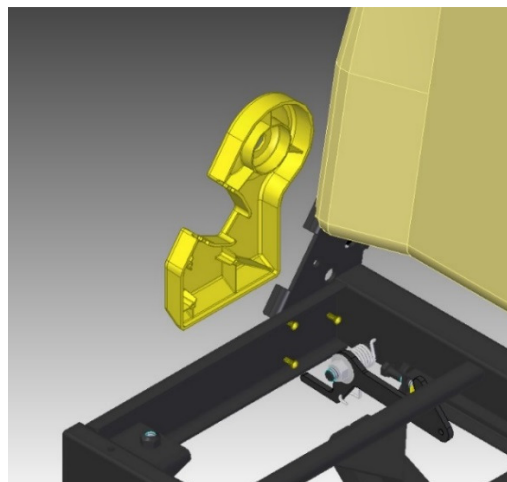
- Remove back-frame dump handle.
- 🔑 One screw holds the handle on the spindle. **Use manual tool only. Screw prone to break.**



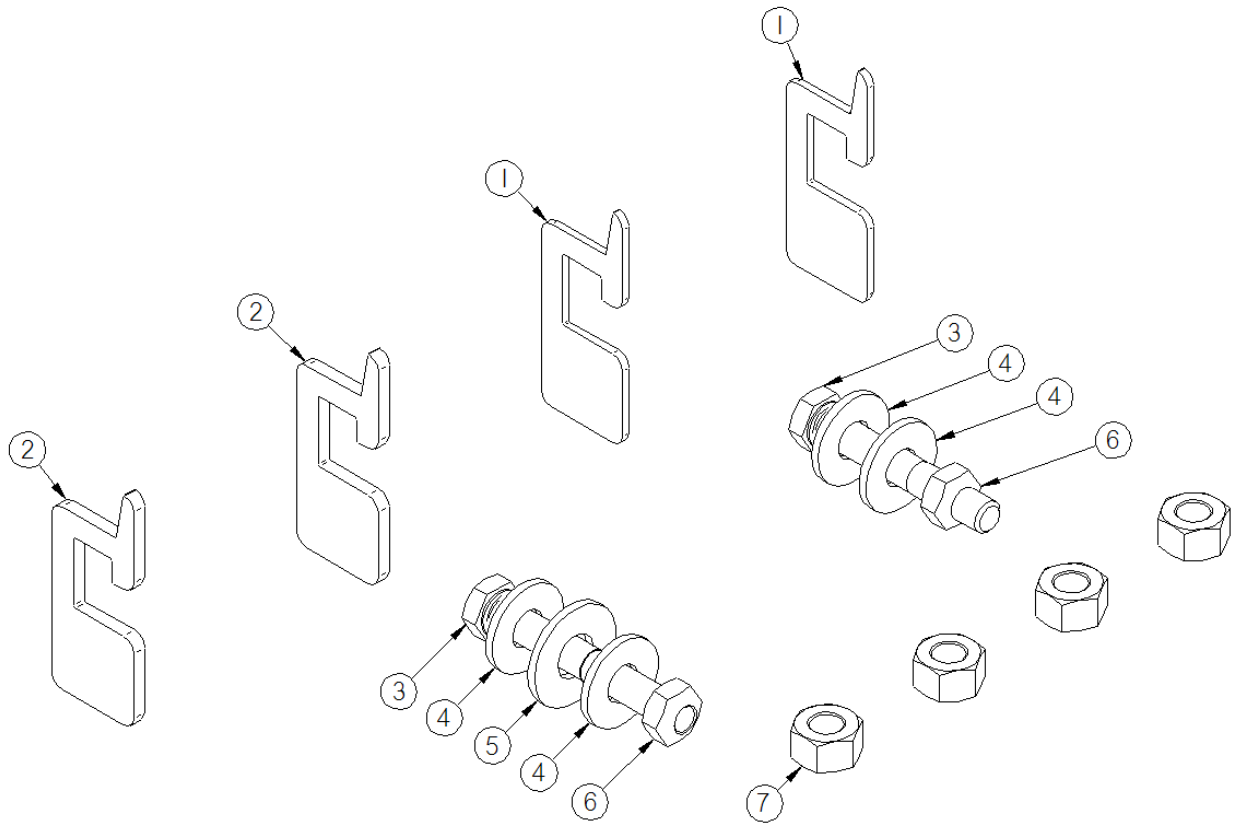
### Step 3 **SKIP THIS STEP IF INDEX PIN IS NOT BENT**

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- Remove side cover.
- 🔑 Three screws and the dump handle hold the side cover in place.



## Spacer Installation



| PARTS LIST SPACER KIT 94209 |     |                     |   |
|-----------------------------|-----|---------------------|---|
| ITEM                        | QTY | PART #              | DESCRIPTION                                   |
| 7                           | 4   | 9422298             | 3/8-24UNF,PREV TORQ LOCKNUT,G8,ZP             |
| 6                           | 2   | 9422297             | 5/16-18UNC PREV TORQUE, LOCK NUT, G8, ZP      |
| 5                           | 1   | 99157               | 3/8, WASHER, FLAT, USS, G8, ZP,YEL            |
| 4                           | 4   | 99643               | 5/16" WASHER, FLAT, USS, G8, ZP               |
| 3                           | 2   | 9906-000001-00<br>7 | 5/16-18UNC x 2" HHCS,G8,ZP,YEL                |
| 2                           | 2   | 94208-IN            | PLATE, GO-ES, FOLDAWAY, BACK FRAME SHIM, 10GA |
| 1                           | 2   | 94205-IN            | PLATE, GO-ES, FOLDAWAY, BACK FRAME SHIM, 14GA |

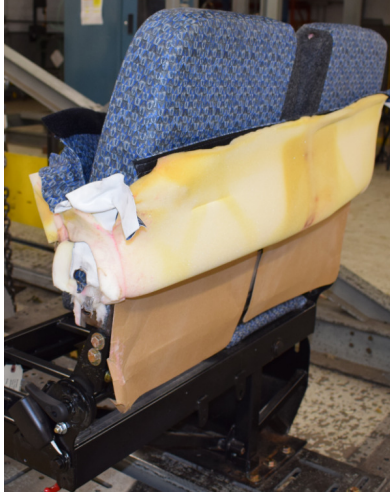


## Spacer Installation

### Step 4

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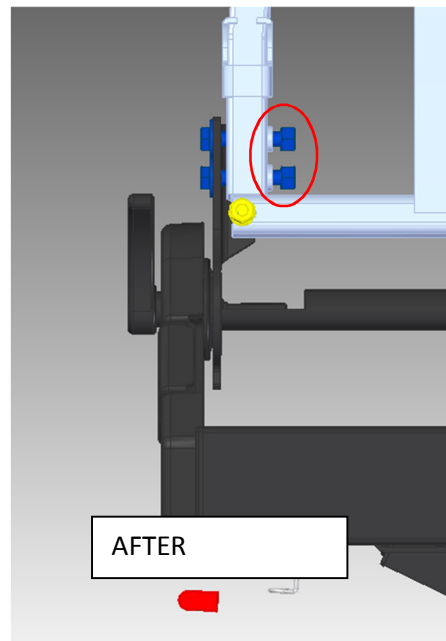
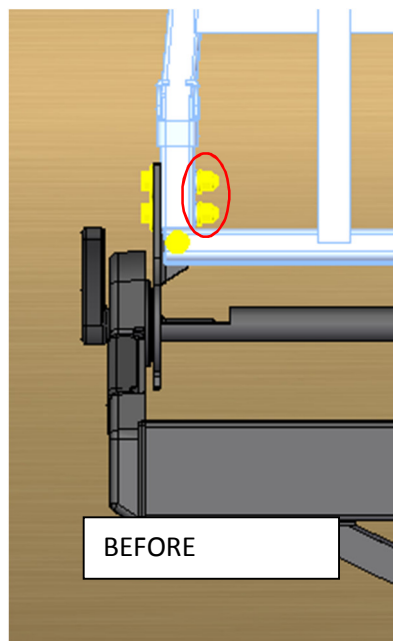
- Partially undo back cover to expose 6 bolts used to connect seatback to seatbase.



### Step 5

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- Do not remove bolts. Replace nuts and lock washers on top bolts with prevailing torque nuts (included in Kit). Hand tighten nut. Do not torque yet.
- 🔑 Prevailing torque nut Qty:4 PN: 9422298. No washer required here.

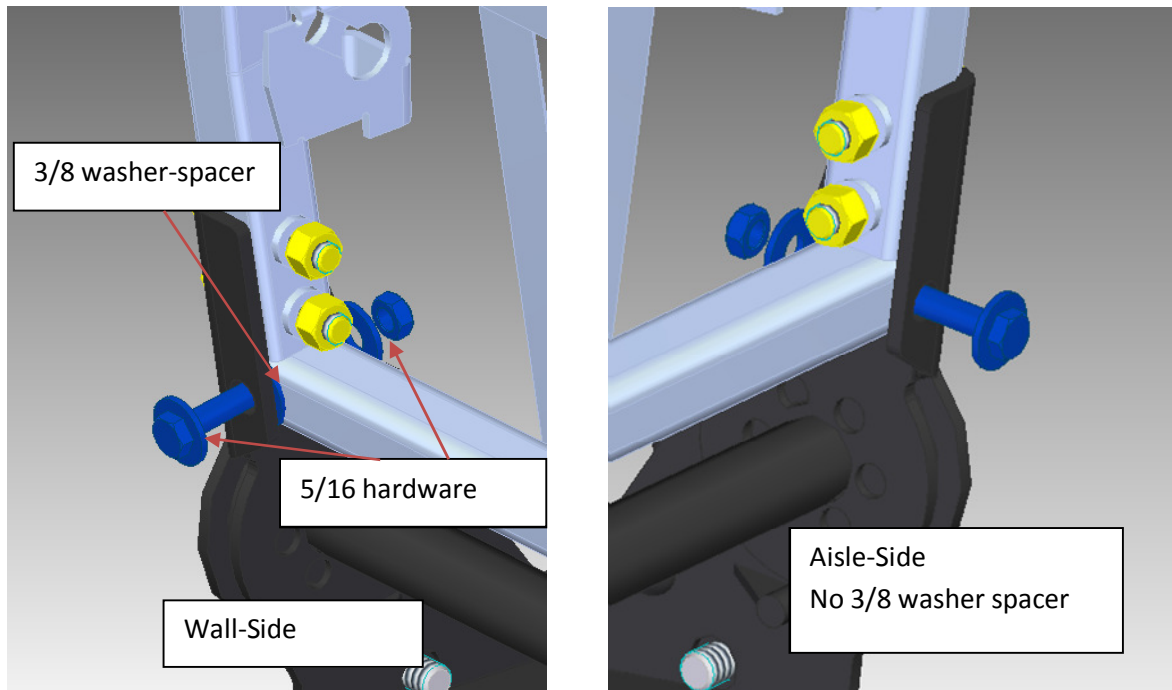


## Spacer Installation

### Step 6

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- Replace bottom 3/8 bolts with 5/16-18 bolt, washer, and nut included in the kit. Add a 3/8 washer-spacer between the frames on the **WALL SIDE ONLY**. Hand tighten nut.



### Step 7

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- Use handle to unlock seatback and move it halfway between in-use and closed positions. Release handle.

### Step 8

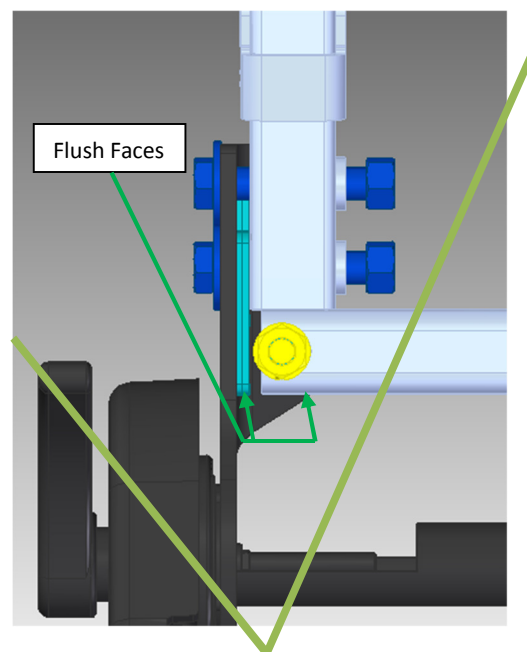
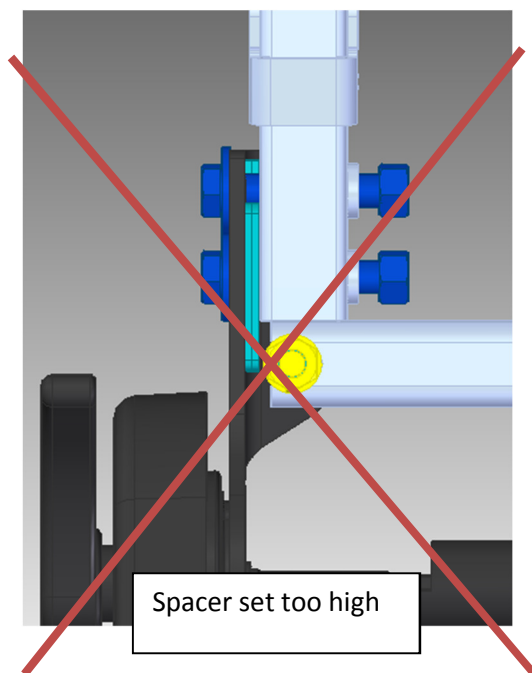
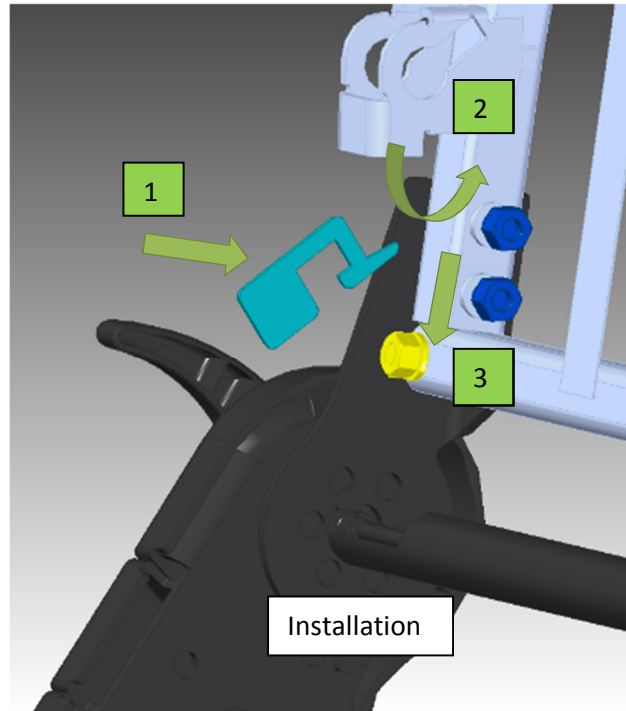
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- With handle released move seatback up until recliners on both sides lock completely. NOTE: For this step you may need to wiggle seatback near in-use position to make sure both recliner mechanisms lock.

Spacer Installation

Step 9

- Fill gap between seat base and back frame using included spacers in the kit.

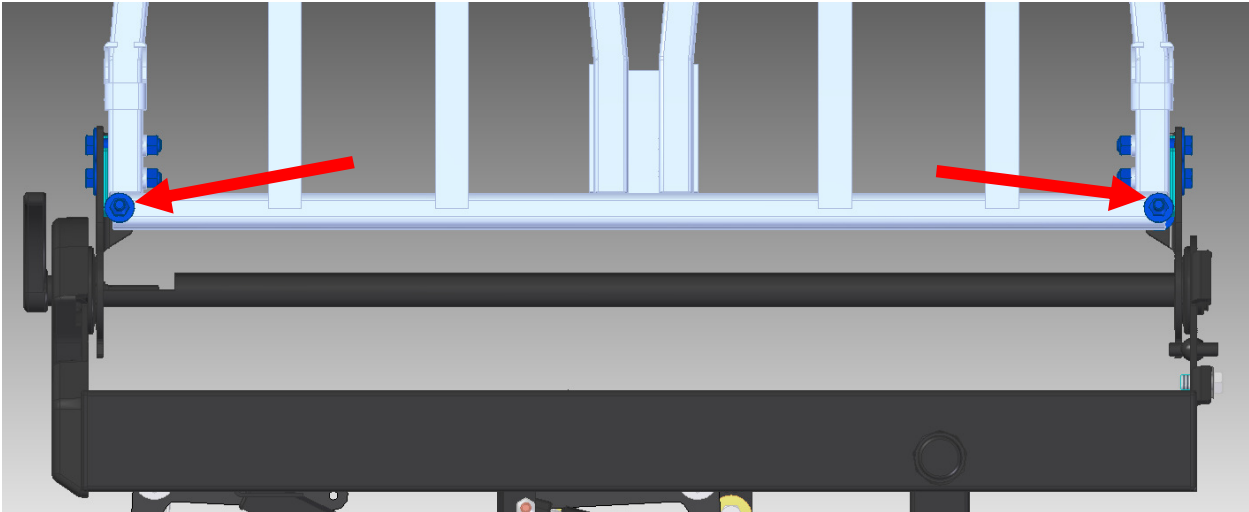


## Spacer Installation

### Step 10

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- Torque bottom bolts until snug + 1 turn.



### Step 11

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- Check if seatback locks freely and pivots with relatively low effort. If seatback function is good, continue to step 13. Otherwise see **Step 12**.

### Step 12 Do this only if seatback does not function after step 11.

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- Remove 3/8 washer-spacer from step 6. Retighten bolts and test seat again.
- If seatback still does not function place the washer-spacer on the aisle side of the frame. Retighten bolts and test seat again.

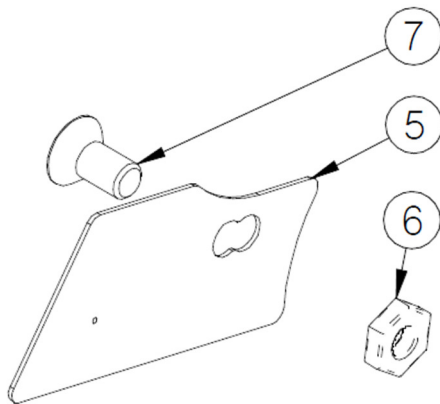
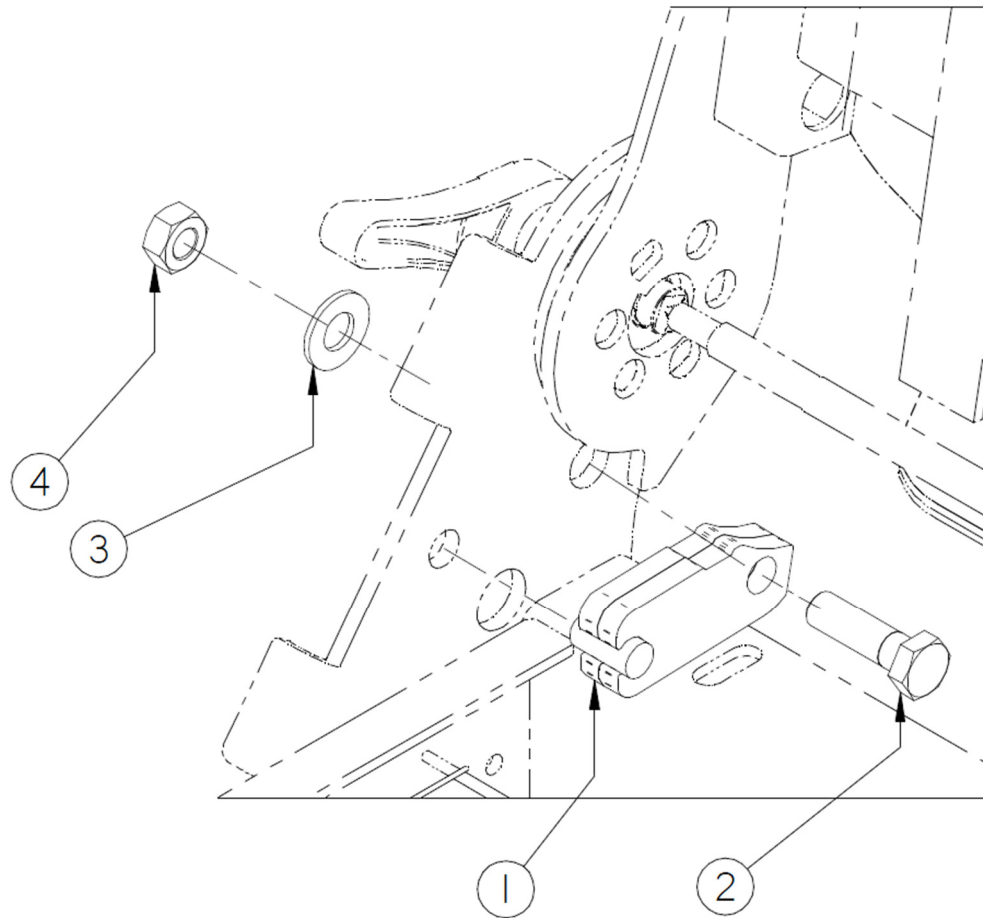
### Step 13

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- Torque side facing bolts to 44 ft-lbs.

## Stop Block Installation

**DO NOT INSTALL STOP BLOCK IF INDEX PIN IS NOT BENT**



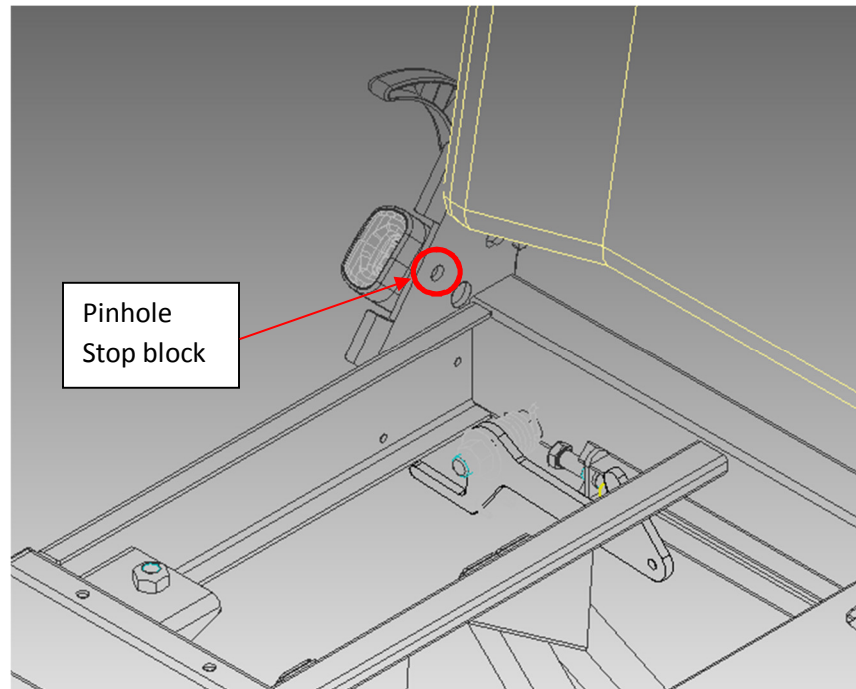
| PARTS LIST BLOCK KIT 44198 |     |                 |   |
|----------------------------|-----|-----------------|---|
| ITEM                       | QTY | PART #          | DESCRIPTION                             |
| 1                          | 1   | 44197-IX        | WELDMENT STOP RETROFIT                  |
| 2                          | 1   | 9906-000042-001 | 3/8-16UNC x 1-1/4 HHCS,G8,ZP,YEL        |
| 3                          | 1   | 120394          | 3/8" ID, 13/16" OD FLAT WASHER, SAE, ZP |
| 4                          | 1   | 9422277         | 3/8-16UNC, PREV TORQUE, G5, ZP          |
| 5                          | 1   | 44217-IN        | PLATE, DRILL LOCATOR GO-ES RETROFIT     |
| 6                          | 1   | 9906-000057-000 | 3/8-16 HEX JAM NUT, G5, ZP              |
| 7                          | 1   | 99443           | 3-8-16 X 3/4 FLAT HEAD SOCKET           |

*Stop Block Installation***Step 14 SKIP THIS STEP IF INDEX PIN IS NOT BENT**

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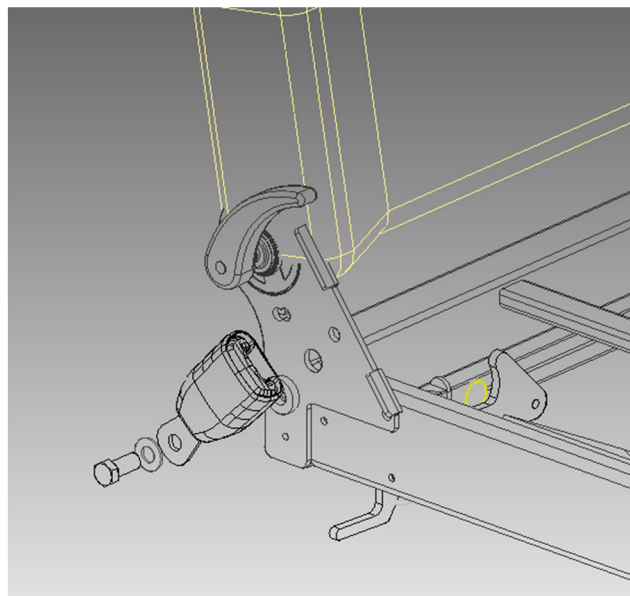
🔑 Is the pinhole present in the sidebracket?

- Yes: Skip to Step 17.
- No: Proceed to Step 15.

**Step 15 SKIP THIS STEP IF INDEX PIN IS NOT BENT**

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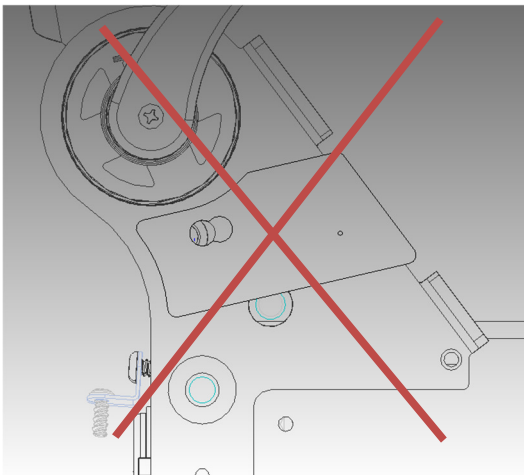
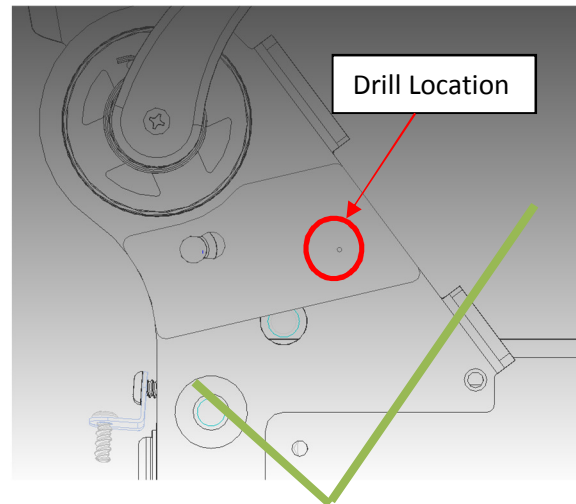
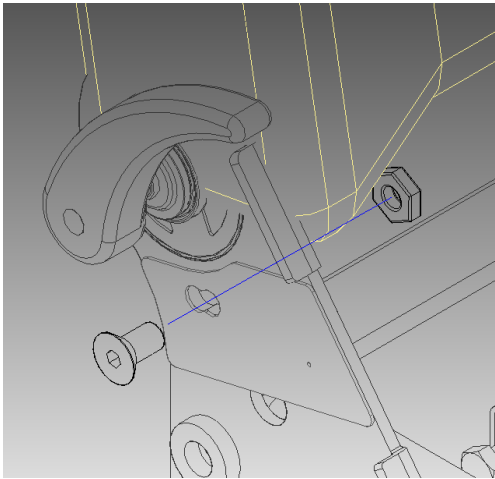
➤ Remove aisle side buckle.



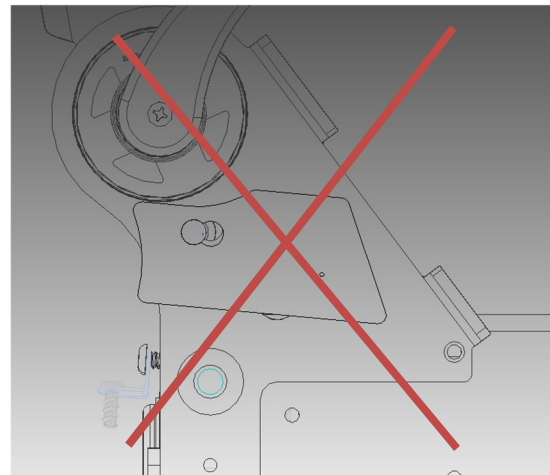
## Stop Block Installation

### Step 16 **SKIP THIS STEP IF INDEX PIN IS NOT BENT**

- Align drill plate to the seat's side and secure using included hardware. (Items 5, 6, and 7).
- Use a 1/16" drill bit to start hole at appropriate location.
- Remove drill plate.
- Drill 7/16 diameter hole.



Match edges



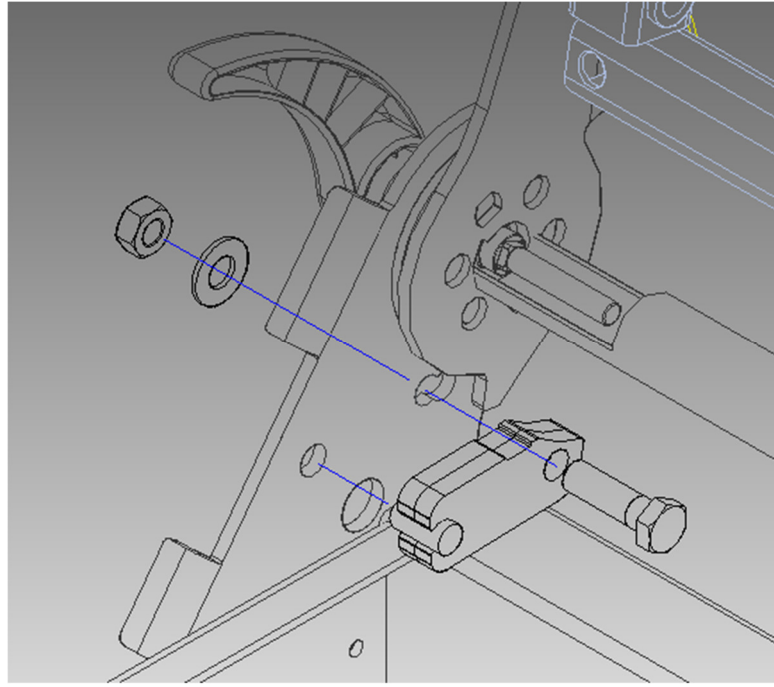
Do not skew

## Stop Block Installation

### Step 17 **SKIP THIS STEP IF INDEX PIN IS NOT BENT**

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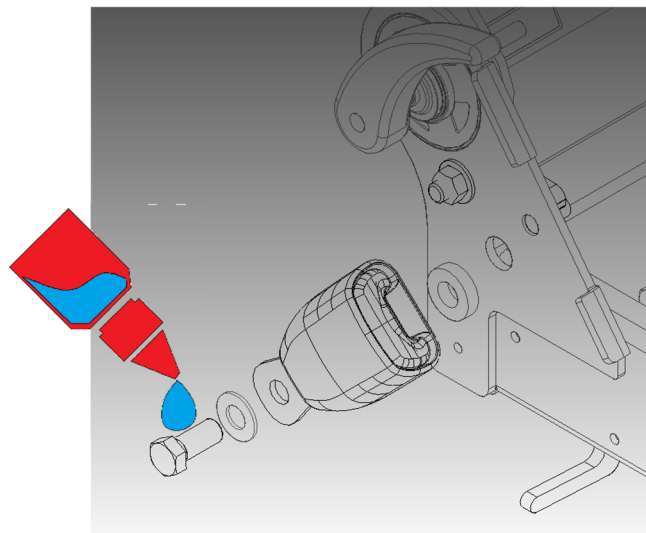
- Install stop block using included hardware. (Items 1, 2, 3, and 4) Seatback must be locked and set to in-use position when installing the block.
- Torque to 31 ft-lbs.



### Step 18 **SKIP THIS STEP IF BUCKLE WAS NOT REMOVED**

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- Reinstall wall side buckle. **Apply medium strength thread-locking compound to 7/16 bolt.**
- Torque to 60 ft-lbs.





Step 19

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➤ Perform seat back lock inspection:

🔑 Video showing inspection: <https://www.freedmanseating.com/instructions/go-es-foldaway>

- A. Rotate seatback to in-use position. Does it take significant effort to rotate? *No = Pass*
- B. Set the seatback between the in-use and locked positions and release handle. Slowly move seatback to in-use position.
  - Does recliner make an audible click noise indicating it is locked? *Yes = Pass*
  - Does recliner handle rotate all the way down in one motion? *Yes = Pass*
- C. Apply forward and backward pressure to seatback. Does seatback remain locked? *Yes=Pass*
- D. Set seatback to in-use position. See video.
  1. While applying forward pressure to back of seatback, lift release handle just enough to disengage seatback. *Do not manually lift handle all the way. The position of disengagement is somewhere between the handle's locked and fully unlocked position.*
  2. Release handle and move seatback back and forth near the in-use position.
    - i. Does it sound/feel like the mechanism is ratcheting? *No = Pass*
    - ii. Does it take significant effort to rotate seatback? *No = Pass*

In the case this procedure does not work please contact Customer Service:

Email: [PartsDept@freedmanseating.com](mailto:PartsDept@freedmanseating.com)

Email Subject Must Contain: \_GO-ES Foldaway Seat Recall

Seat Recall Form must be complete and attached

Terry Gogins  
Customer Service Department  
773-524-2440 EXT 233

Anthony Lee  
Customer Service Department  
773-524-2440 EXT 311

Find this and related documents here:

<https://www.freedmanseating.com/instructions/go-es-foldaway>

## Warning Label Application

Clean seat frame in appropriate location and apply warning label (FSC PN: 94898) to approximate location as shown.

