

# Part 573 Safety Recall Report

# 19V-542

**Manufacturer Name :** Forest River, Inc.**Submission Date :** AUG 01, 2019**NHTSA Recall No. :** 19V-542**Manufacturer Recall No. :** 05-1061**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 951

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 : 2019-2019 Forest River Inc. Glaval and Starcraft Buses

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : During investigation, it was determined that all products manufactured in the plant were suspect.

Glaval	CONCORDE II	CXR03134-5	2019	2
Glaval	CONCORDE II	CXR0636-5	2019	1
Glaval	ENTOURAGE	EXR75529-5	2019	2
Glaval	ENTOURAGE	EXR85432-5	2019	1
Glaval	ENTOURAGE	EXR85532-5	2019	30
Glaval	ENTOURAGE	G9031C	2019	2
Glaval	LEGACY	G9030	2019	4
Glaval	LEGACY	G9040	2019	1
Glaval	LEGACY	G9043	2019	1
Glaval	PRIMETIME	PE10221C-5	2019	4
Glaval	UNIVERSAL	G9006C	2019	1
Glaval	UNIVERSAL	UE20223C-5	2019	33
Glaval	UNIVERSAL	UE20322FC-5	2019	3
Glaval	UNIVERSAL	US20223C-5	2019	93
Glaval	UNIVERSAL	US20224C-5	2019	26
Glaval	UNIVERSAL	US30224C-5	2019	7
Glaval	UNIVERSAL	US50225C-5	2019	105
Glaval	UNIVERSAL	US80227AC-5	2019	7
Glaval	COMMUTE	TC05121C-5	2019	2
Glaval	COMMUTE	TC10123C-5	2019	52
StarTrans	CANDIDATE II	ST69918C	2019	39
StarTrans	CANDIDATE II	ST69929C	2019	18
StarTrans	CANDIDATE II	ST69934C	2019	17
StarTrans	CANDIDATE II	ST69936	2019	1
StarTrans	CANDIDATE II	ST69936C	2019	35
StarTrans	CANDIDATE II	ST93052C	2019	5

StarTrans	P/S2	ST59006	2019	8
StarTrans	P/S2	ST93020	2019	2
StarTrans	P/S2	ST93028	2019	2
StarTrans	P/S2	ST93036	2019	10
StarTrans	SENATOR II	ST69905C	2019	5
StarTrans	SENATOR II	ST69909C	2019	2
StarTrans	SENATOR II	ST69920C	2019	4
StarTrans	SENATOR II	ST69921C	2019	35
StarTrans	SENATOR II	ST69922C	2019	7
StarTrans	SENATOR II	ST69923C	2019	141
StarTrans	SENATOR II	ST69926C	2019	1
StarTrans	SENATOR II	ST69930C	2019	16
StarTrans	SENATOR II	ST69931C	2019	10
StarTrans	SENATOR II	ST69939C	2019	121
StarTrans	SENATOR II	ST69940C	2019	50
StarTrans	SENATOR II	ST69941C	2019	4
StarTrans	SENATOR II	ST93029C	2019	1
StarTrans	SENATOR II HD	ST79903C	2019	2
StarTrans	SENATOR II HD	ST79904C	2019	17
StarTrans	SENATOR II HD	ST79905C	2019	6
StarTrans	SENATOR II HD	ST79907C	2019	1
StarTrans	SENATOR II HD	ST79908C	2019	5
StarTrans	SENATOR II HD	ST93045C	2019	2
StarTrans	MFSAB	ST89007C-A	2019	1
StarTrans	SENATOR II MPV	ST93001C	2019	6

Production Dates : JAN 21, 2019 - JUL 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The drivers' upper seat belt restraint anchor bolt and bottom retractor bolt that attach the driver side seat belt assembly to the vehicle's "B Pillar" may not have been fully torqued in the assembly process.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Insufficiently torqued fasteners may cause the assembly to fail in not holding the required load, which may increase the risk of injury in a crash.

Description of the Cause : During the relocation of Glaval to StarCraft, change of new personnel and equipment/training led to this condition.

Identification of Any Warning that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

07/18/2019 Forest Rivers' Glaval Manufacturing plant was notified by a dealership of a potential concern regarding the torque value of the drivers' upper seat belt restraint and bottom retractor anchor bolts of being loose. The same day, the division notified Forest Rivers Office of Corporate Compliance ("OCC") and an investigation was started. During investigation, it was determined that all products manufactured in the plant were suspect.

On 07/19/2019 Forest Rivers' Corporate Recall Committee decided to conduct a recall.

## Description of Remedy :

Description of Remedy Program : Forest River will provide remedy instructions, all parts, and labor free of charge to the consumer. An authorized technician is required to perform the repair.

What is the Forest River Customer Service Phone Number? (800)  
348-7440

How Remedy Component Differs from Recalled Component : The remedy component will be the same; the drivers' upper seat belt restraint anchor bolt and bottom retractor bolt will be checked for the appropriate torque value, if the value is less than required, the appropriate torque will be applied.

Identify How/When Recall Condition was Corrected in Production : The concern was remedied in manufacturing the week of July 19, 2019.

## 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 : SEP 02, 2019 - SEP 02, 2019

Planned Owner Notification Date : SEP 02, 2019 - SEP 02, 2019

\* NR - Not Reported