

Part 573 Safety Recall Report

23V-254

Manufacturer Name : Forest River Bus, LLC

Submission Date : APR 12, 2023

NHTSA Recall No. : 23V-254

Manufacturer Recall No. : 05-1621



Manufacturer Information :

Manufacturer Name : Forest River Bus, LLC

Address : 2367 Century Drive

Goshen IN 46528

Company phone : (800) 348-7440

Population :

Number of potentially involved : 29

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2022 Forest River Bus LLC Starcraft Prodigy School Buses

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Using manufacturing records, the manufacturing plant identified all School Buses affected by this FMVSS 221 violation.
Starcraft Prodigy Transit Buses - 29

Production Dates : MAR 11, 2019 - MAY 15, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : A non-compliance to "FMVSS 221 Joint Strength" was found on two interior panel pieces removed from the ceiling of the bus.

FMVSS 1 : 221 - School bus body joint strength

FMVSS 2 : NR

Description of the Safety Risk : Improperly secured ceiling panels may not adequately protect the passengers in the event of a crash, increasing the risk of injury.

Description of the Cause : Panel joints of the ceiling did not receive adequate adhesive in the proper location.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Ceiling Panel

Component Description : Ceiling Panel

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In 2019, NHTSA purchased a Starcraft school bus (Prodigy) single rear wheel unit to verify FMVSS compliance. During this testing process in March, 2023, a non-compliance to "FMVSS 221 Joint Strength" was found on two interior panel pieces removed from the ceiling of the bus.

NHTSA engineer Daniel Lind informed Don Hasty of the non-compliance on March 22nd, 2023. The discussion over the results and reports sent led to further investigation on the application of the adhesive failure of the test component substrates. The adhesive on the test vehicle panels was improperly applied causing the failure to the FMVSS 221 test procedure.

On March 23rd, 2023, Don contacted Daniel to inform him that the data had been received and the review process had been started. Don found that the suspect bus and 28 others may not have had the adhesive in the appropriate location on the panels. Based on the line assembly process flow these units will be recalled and inspected to ensure the adhesive was properly applied on both previously built units and units built after the subject vehicle.

On April 6, 2023, Forest Rivers Office of Corporate Compliance was informed of the failed test results.

On April 7, 2023, Forest Rivers Corporate Recall Committee was informed of the test results and voted to recall.

On April 12, 2023, as per NHTSA's acknowledgment letter, amended the safety risk to include the risk of injury.

Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River dealer will need to perform the remedy. Owners will be instructed to take their bus to their local dealership and have it inspected for the application of the adhesive. If the panel pieces do not have the adhesive properly applied the panels will be able to separate. If separation occurs, adhesive will have to be re-applied and the panels fastened back together.

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

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.
Please send the service invoice to the following address:

Starcraft Bus
Forest River Bus, LLC
Attn: WARRANTY MANAGER
2367 Century Drive

How Remedy Component Differs from Recalled Component : The panels will not be able to be separated once the adhesive has cured.
Affected Component – Ceiling Panel
Component Part Number – N/A

Identify How/When Recall Condition was Corrected in Production : The production line flow was altered to consolidate the processes in each station to accommodate all school bus procedures to be consistent.

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 : MAY 17, 2023 - MAY 17, 2023

Planned Owner Notification Date : MAY 17, 2023 - MAY 17, 2023

* NR - Not Reported