

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 24V324

FR ID: 51-1774

FREEDMAN SEATING RECALL: 24E026

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

May 2024

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

–Forest River motorized and towable products are contained in this section–

Forest River has decided that a safety defect exists in certain 2024 Glaval Universal & 2024 Mobility Trans Safetbus. Forest River is recalling the defective model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN is referenced in the attached document(s).

The designated Date range of production is 10/25/23 through 04/30/2024.

DEFECT/NONCOMPLIANCE:

According to Freedman Seating Recall 24E026: "The seat back may not support an FMVSS 210 shoulder belt load when it is in the fully reclined position."

EVALUATION OF RISK:

According to Freedman Seating Recall 24E026: "If the seat back recliner mechanism is not fully engaged the seat back could release when a substantial load is applied to the shoulder belt potentially increasing the risk of injury to the seat occupant during a vehicle crash."

SERVICE PROCEDURE:

Dealership Service Department procedures for addressing replacing the Freedman Foldaway Seat can be found on Dealer Connect

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V324	RC-045-00-05-004327	INSPECTION ONLY	.08 HRS
24V324	RC-045-00-09-004328	INSPECTION AND REMEDY	.25 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2024 Glaval Universal & 2024 Mobility Trans Safetbus in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024 Glaval Universal & 2024 Mobility Trans Safetbus listed under this Recall.

If your dealership has already performed the remedy to 2024 Glaval Universal & 2024 Mobility Trans Safetbus, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the

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remedy needs to be performed on an out of warranty 2024 Glaval Universal & 2024 Mobility Trans Safetbus in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

Federal Regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.

Sincerely,
Forest River, Bus LLC
Office of Corporate Compliance