



IMPORTANT SAFETY RECALL
NHTSA Recall No. 24V382

July 29, 2024

Dear Valued Partner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Driverge Vehicle Innovations has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024 Ford T-350 vehicles equipped with the GO-ES Spacesaver Foldaway seats manufactured between December 11, 2023 and January 31, 2024.

WHY DOES MY VEHICLE NEED REPAIRS?

We were recently notified that Freedman Seating Company (FSC) has issued a recall on certain GO-ES Spacesaver Foldaway Seats manufactured between December 11, 2023 and January 31, 2024. The recalled products may have a defect which could increase the risk of occupant injury in the event of a vehicle collision. The seat back cushion may become disengaged from the dump mechanism when there is a high load applied to the shoulder portion of the seat belt.

WHAT WILL YOUR DEALER DO?

Freedman Seating Company (FSC) will reimburse the cost of repairs related to this recall. Reimbursement will be provided to customers that completed the remedy pre-notification.

WHAT SHOULD YOU DO?

We have determined that Freedman installed seats supplied with your Driverge vehicle *may* be affected by this recall. Please refer to the accompanying documents for the Vehicle Identification Number of the vehicle(s), a detailed description of the defect, how to determine whether your seat is affected, and information on obtaining any necessary repairs and reimbursement.

To correct this condition, we have developed a simple instruction procedure. In addition, instruction documents and videos can be found on the Freedman website at

<https://www.freedmanseating.com/recall/24e026/>



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The repair, if necessary, is expected to take 15 minutes per seat, free of charge. The remedy will be to:

Inspection Step 1: Bring seat back cushion from stowed position (seat back cushion is folded down against seat cushion) to first engagement point of the back lock (most upright position of the seat back cushion). Add a piece of tape on the dump cover shroud so that it touches the handle.

Inspection Step 2: Pull the handle to release the seat back and actuate the back into the most reclined position.

Inspection Step 3: Release handle and pull seat back forward. If handle returns back to original position, no additional work needed. If handle does not return back to the original position, then seat will need to be reworked.

Rework Step 4: Fold the seat back down to the cushion to expose the stop brackets.

Rework Step 5: On the stop bracket adjacent to pin, use a Dynaflex or similar tool to grind off up to 1/32" off of the face of the stop.

Rework and Final Inspection Step 6: Repeat step 3 to recheck handle and if necessary, repeat steps 4-5 to get handle to appropriately lock.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have any questions or concerns about this recall, please contact Fredman Seating Company - Customer Service Recall at 800-443-4540

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE S.E.
Washington, DC 20590

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.



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WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts to the following:

Freedman Seating Company
4545 W. Augusta Blvd.
Chicago, IL 60465

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, complete the attached postcard with a postage-paid stamp and return to Driverge.

We apologize for any inconvenience and thank you for your attention to this safety matter. Thank you for your prompt review.

Sincerely,

Michael Gaume

Quality Assurance Manager

Cell: [330.605.2746](tel:330.605.2746)

Michael.Gaume@driverge.com



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