

Part 573 Safety Recall Report

19V-555

Manufacturer Name : Forest River, Inc.**Submission Date :** JUL 26, 2019**NHTSA Recall No. :** 19V-555**Manufacturer Recall No. :** 05-1060**Manufacturer Information :****Population :**

Manufacturer Name : Forest River, Inc.

Number of potentially involved : 484

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 : 2013-2019 Forest River Inc. Starcraft Senator II, Senator 11, Senator 11 HD, Starcraft Allstar, Starcraft Allstar XL, Starcraft Starlight

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : According to the notice received from Safe Fleet, this issue begins from inception of this specific escape roof-hatch handle assembly. Using production records, Forest River was able to determine the affected population.

ST69928C	2017	1
ST2999C	2015	30
ST2999C	2014	2
ST69922	2014	3
ST69922C	2016	5
ST69923C	2018	2
ST69923C	2017	3
ST69925	2015	1
ST69925	2014	2
ST69931C	2017	1
ST79905C	2018	6
ST2906C	2018	3
ST2906C	2016	1
ST2908C	2018	1
ST2908C	2017	3
ST2908C	2016	18
ST2908C	2015	1
ST2908C	2014	3
ST2908C	2013	20
ST2909C	2014	7
ST2910C	2018	12
ST2910C	2017	21
ST2910C	2016	25
ST2910C	2015	9

ST2910C	2014	2
ST2910C	2013	30
ST2914C	2015	1
ST2914C	2011	1
ST2928C	2015	2
ST2940C	2018	7
ST2940C	2017	14
ST2940C	2016	12
ST2940C	2015	3
ST2940C	2014	2
ST2940C	2013	2
ST2941C	2013	1
ST2960C	2019	4
ST2960C	2018	4
ST2964C	2017	6
ST22905	2013	5
ST22917C	2019	3
ST22920C	2013	4
ST2921C	2018	2
ST2921C	2016	39
ST2921C	2015	10
ST2942C	2019	35
ST2942C	2018	32
ST2942C	2017	26
ST2942C	2016	1
ST2970C	2016	2
ST2972C	2017	2
ST2998C	2018	35
ST2998C	2017	7
ST2998C	2016	5
ST2998C	2015	5

Production Dates : APR 04, 2011 - JUN 19, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : According to the notice received from Safe Fleet, The handle that is used to open the hatch may break causing the hatch to not open.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : According to the notice received from Safe Fleet, If the handle breaks the hatch will not open making it difficult to escape from that exit point during an emergency which can result in injury or death.

Description of the Cause : According to the notice received from Safe Fleet, the latch handle was found to have porosity in the steel shaft, which causes voids in the material.

Identification of Any Warning None
that can Occur :

Supplier Identification :

Component Manufacturer

Name : Safe Fleet
Address : 6800 East 163rd Street
Belton MISSOURI 64012
Country : United States

Chronology :

On July 16, 2019, Forest River was made aware by Safe Fleet of a concern of two handles breaking during vehicle inspections. According to the notice received from Safe Fleet, Inspections and testing was performed by Safe Fleet and it was found that there was substantial porosity in the shaft that connects the handle to the latch. On July 16, 2019, Forest River's manufacturing plant started reviewing purchasing and production records. On July 22, 2019, Forest River was able to determine the use of the roof hatch in certain transit buses. On July 26, 2019, Forest Rivers Corporate Recall Committee voted to recall

Description of Remedy :

Description of Remedy Program : Forest River, in conjunction with Safe Fleet, will provide a new latch handle(s), and labor to replace free of charge to dealers. A Forest River Dealer must perform the repair.

What is the Forest River Customer Service Phone Number? (800)
748-3440

How Remedy Component Differs from Recalled Component : The new latch handle shaft will have the correct amount of hardness.
PN 05-004-003 Hatch-Prolo, VT White 92"R
PN 05-004-016 Hatch-Prolo LT Grey 92" VLK CH545 ENG

Identify How/When Recall Condition was Corrected in Production : This was corrected in production the week of July 16, 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 13, 2019 - SEP 13, 2019

Planned Owner Notification Date : SEP 13, 2019 - SEP 13, 2019

* NR - Not Reported