

Part 573 Safety Recall Report

19V-824

Manufacturer Name : Forest River, Inc.**Submission Date :** DEC 10, 2019**NHTSA Recall No. :** 19V-824**Manufacturer Recall No. :** 05-1115**Manufacturer Information :**

Manufacturer Name : Forest River, Inc.

Address : 55470 CR 1

P.O. Box 3030 Elkhart IN 46515-3030

Company phone : 1-800-348-7440

Population :

Number of potentially involved : 356

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Forest River, Inc. Glaval Bus

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : According to the notice received from NHTSA via email, this issue begins August 1, 2018, through June 19, 2019. Using production records, Forest River was able to determine the affected population.

| | |
|--------------------|-----|
| GLAVAL APOLLO | 8 |
| GLAVAL COMMUTE | 31 |
| GLAVAL CONCORDE II | 18 |
| GLAVAL ENTOURAGE | 87 |
| GLAVAL LEGACY | 34 |
| GLAVAL PRIMETIME | 8 |
| GLAVAL TITAN | 3 |
| GLAVAL TITAN II LF | 21 |
| GLAVAL UNIVERSAL | 142 |

Production Dates : AUG 01, 2018 - 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 NHTSA via email, The handle that is used to open the hatch may break causing the hatch to not open.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : According to the notice received from NHTSA via email, If the handle breaks the hatch will not open making it difficult to escape from that exit point

Description of the Cause : during an emergency which can result in injury or death.
According to the notice received from NHTSA via email, the latch handle was found to have porosity in the steel shaft, which causes voids in the material.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

On November 15, 2019, Forest Rivers Office of Corporate Compliance (“OCC”) received an email questioning the exclusion of Glaval Bus from Forest River Recall Number 19V-555. Upon investigation, it was found that Forest River was only notified of product used in the Starcraft models. Further investigation into the use of the suspect roof hatch revealed that Glaval Bus had used the affected roof hatch. Using production records, Forest River was able to identify those vehicle affected.

On 12/10/2019 it was found during an internal audit that 3 VINs were sold to Canadian owners. Resent NOD to TC and filed amendment with NHTSA. Population US 356 CANADA 13

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 : DEC 27, 2019 - DEC 27, 2019

Planned Owner Notification Date : DEC 27, 2019 - DEC 27, 2019

* NR - Not Reported