

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000606



009493K

ProLo Hatch Rear Support Receiver Replacement Instructions

Tools Needed:	Electric screw driver with Phillips head bit
Parts Needed:	ProLo Hatch Rear Support Receiver Kit # 009493K (1- 008956 plastic receiver, 2-Anti-rattle springs, 4-Phillips head screws , 1-Instructions)

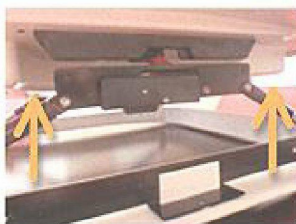
Step 1: Rotate the red handle counter clockwise 90 degrees to the release position.



Step 2: The red release handle must be in this position for the hatch to open.



Step 3: Push the hatch lid open separating the metal bracket from the plastic receiver (rear support bar)



Step 4: Using an electric screwdriver with a Phillips head bit, remove the four (4) screws holding the plastic receiver to the lid and discard the screws



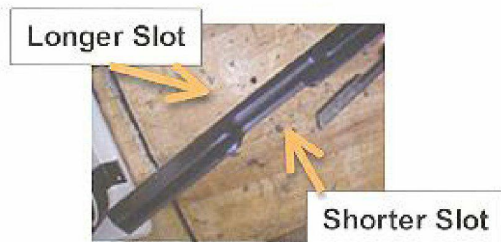
Step 5: Remove the receiver from the lid and discard.



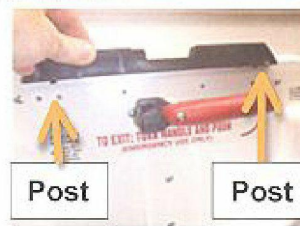
Step 6: Remove the Plastic Receiver and two (2) Anti-rattle springs from the parts kit. Place the two (2) springs in the holes on the back side of the new receiver.



Step 7: Turn the receiver over and note the slot widths.



Step 8: Place the receiver against the lid. The shorter slot should be closest to the handle. There are two posts on the underside of the receiver. Rotate the receiver into position and match the posts with the mating holes on the lid.



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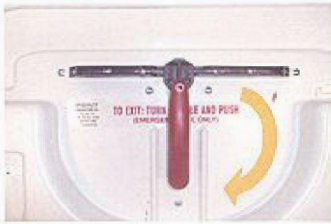
REQUEST 8, 15

FR000607



ProLo Hatch Rear Support Receiver Replacement Instructions

Step 9: Rotate the handle clockwise to secure the receiver to the lid.



Step 11: Rotate the handle 90 degrees counter clockwise and guide the metal bracket into the groove on the plastic receiver.



Step 13: Verify proper installation. With the lid closed, rotate the red handle counter clockwise 90 degrees. The metal bracket should release slightly from the plastic receiver.



Step 10: Using the electric screw driver with Phillips head bit, fasten the four (4) screws into the holes in the receiver. Tighten each until the screw is fully seated. **Do Not Over Tighten Screws**



Step 12: Close the lid and rotate the red handle 90 degrees clockwise to secure the lid and ensure proper alignment of the receiver and metal bracket on the lid to the red handle.



Step 14: Close the lid, guide the metal bracket into the groove on the plastic receiver (as shown in Step 12). Rotate the red handle 90 degrees clockwise to secure the lid (as shown in Step 13). The replacement is complete.



For Technical Support, Email: tech.support@smiglobal.net

Specialty Manufacturing Group, Inc.
10200 Pineville Rd, Pineville, NC 28134
Toll Free 800-951-STOP (7867)
Phone 704-889-7518
Fax 704-889-2760
<http://www.smiglobal.net>

Ω End of Document Ω

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000608

FOREST RIVER, INC.

Parts & Service

55135 C.R. 1 • Elkhart, IN 46514 • (574) 206-7600 • Fax (574) 206-9450

SAFETY RECALL NOTICE

Recall 12V-458
October 2012

Consumer
Address
City, State, Zip
VIN

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

Forest River, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2010, 2011, 2012, 2013 Sunseeker, Forester, and Lexington model Class C motorhomes. We believe that you currently have or previously have owned one of these vehicles. For this reason we ask that you arrange for your authorized servicing dealer to correct your vehicle without delay. The service and required parts will be provided to you free of charge.

The issue found in the affected vehicles pertains to a specific bracket that secures the propane delivery system. This bracket is only found under slide out rooms which contain a kitchen range or refrigerator. The bracket may become loose and possibly detach from the slide room floor. **In the even the propane securing bracket detaches it may cause a propane leak resulting in a fire.**

We apologize for this situation and with your help we will resolve any issue that may exist with your recreational vehicle. Our commitment, with the help of our authorized dealers, is to provide you with the highest level of service and support possible.

To correct this issue, your dealer will replace the bracket for your safety. All you have to do is promptly contact your dealer to set up an appointment to have this recall performed on your recreational vehicle. The time needed to perform this recall is less than one day. However, each dealer differs in scheduling and facilities, so your dealer may need your recreational vehicle for a longer time period.

Federal regulations require that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have difficulty getting your recreational vehicle repaired promptly and without charge, please contact your dealers service manager. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>. If you need assistance with locating a dealership, please contact Forest River Customer Service at 574-206-7600. Our office hours are: Monday – Friday, 8AM – 5PM, Eastern Time. We are closed on Saturday and Sunday.

Sincerely,
Forest River, Inc. Customer Service

FR000608

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000609

FOREST RIVER INC.

**2013 LP GAS RECALL
US 12V-458/CANADA 2012-305
OCTOBER 2012**

RECALL SUMMARY

Forest River, Inc. has determined that a defect which relates to motor vehicle safety may exist in certain 2010, 2011, 2012, 2013 Sunseeker, Forester, and Lexington model Class C motorhomes. The issue found in the affected vehicles pertains to a specific bracket that secures the propane delivery system. This bracket is only found under slide out rooms which contain a kitchen range or refrigerator. The bracket may become loose and possibly detach from the slide room floor. In the event the propane securing bracket detaches it may cause a propane leak resulting in a fire.

IDENTIFICATION BY MODEL

LEXINGTON 283 MODEL

SUNSEEKER MODELS 2860,3120, 3170

FORESTER MODELS 2861, 3121, 3171

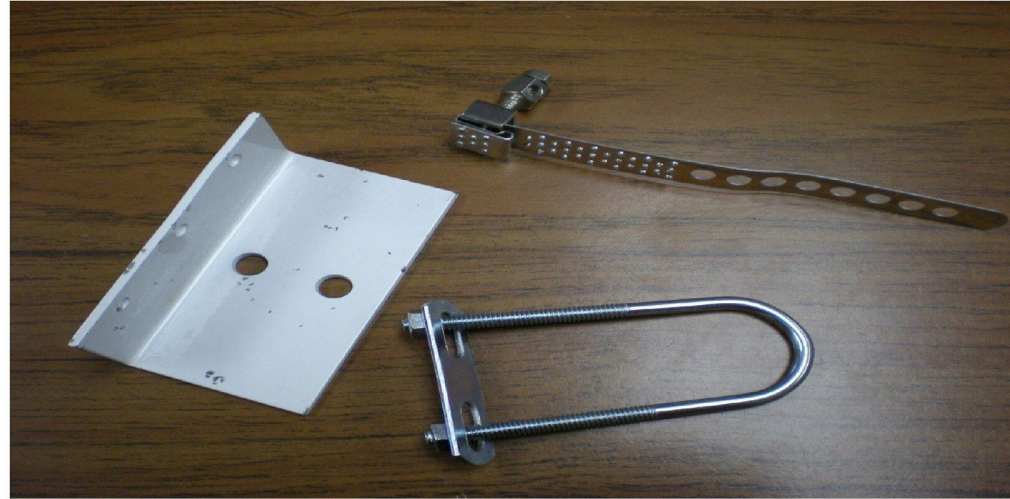
IDENTIFICATION BY FOREST RIVER SERIAL NUMBERS

- LEXINGTON: LEF005385 THRU LEF005668
- LEXINGTON GT: LGF005308 THRU LGF005659
- SUNSEEKER : SSF018604 THRU SSF024050
- FORESTER : FRF018619 THRU FRF023947

REPAIR PROCEDURE

- **BEFORE ANY REPAIRS ARE STARTED MAKE SURE THE LP TANK VALVE IS TURNED OFF AND LP LINES HAVE BEEN BLED OFF TO ENSURE THE LP SYSTEM IS NOT UNDER LP PRESSURE.**
- **Start by removing the bracket and U-bolt on the LP line, the grounding bracket, ground wire, and black plastic flex guard. All found under the slide room (Example A). Disconnection of the LP line is not required or necessary.**
- **Fit the new bracket into place with the U-bolt holes against the slide room floor. Mark where the new U-bolt holes will need to be drilled.**
- **Locate the interior 12 volt junction box under the range or refrigerator appliance (Example B). Remove the drawer under the appliance to access the junction box for inspection. The junction box and/or wiring may need to be moved before drilling into the slide out floor. You can simply raise the junction box to prevent any disconnections (Example C)**
- **Drill the marked holes in the floor from under the slide out.**
- **Install ground wire to the steel LP line using the new smaller ground strap.**
- **Insert the U-bolt and attach the LP line to the bracket. The U-bolt must secure the LP line at the collar, not at the fitting (Example D).**
- **Secure the U-bolt from under the appliance and replace the drawer. The U-bolt should be tightened enough to secure the LP line, but not tight enough to cause damage to the LP line.**
- **Once the U-bolt is tightened down, the black plastic flex guard may be reattached to the new bracket.**
- **If for any reason a disconnection is made on the LP delivery system, a pressure test must be done after repairs**

PARTS NEEDED

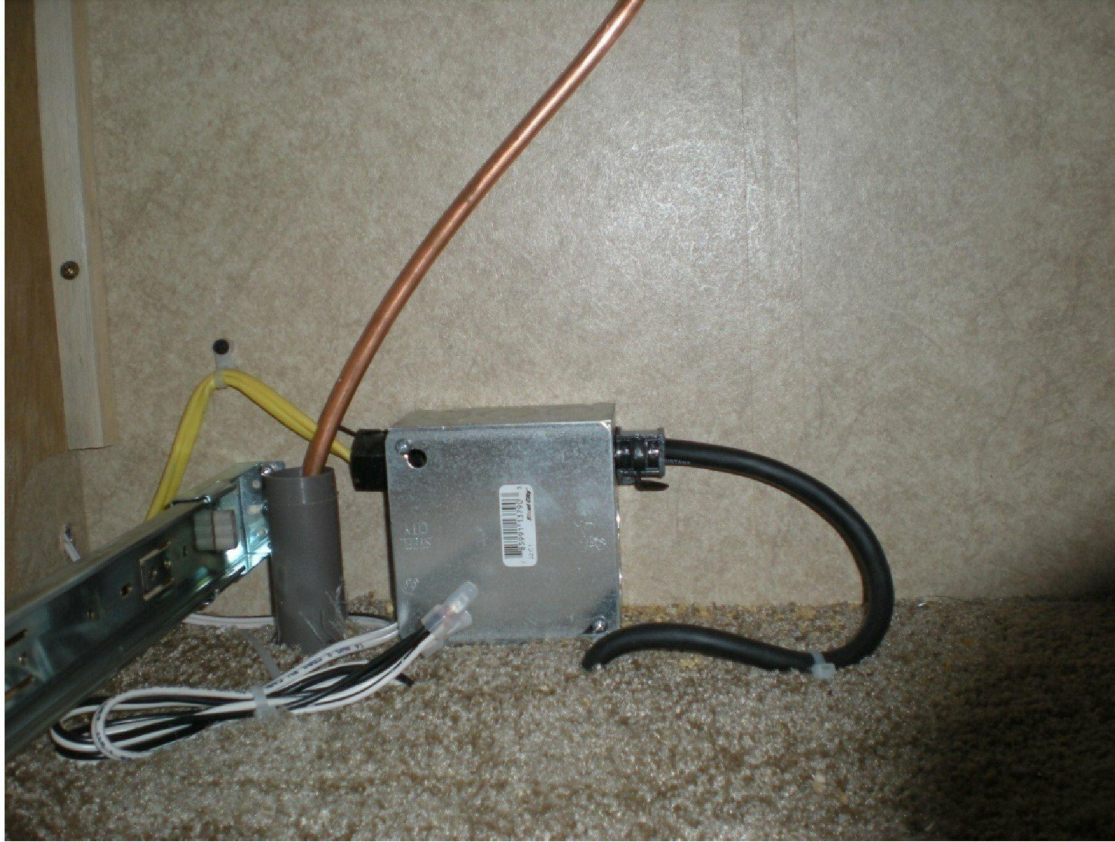


New bracket, U-bolt, and ground strap can be ordered as a kit from Forest River using part number 50G 01856A



Example A

EXTERIOR UNDER SLIDE OUT



Example B

INTERIOR JUNCTION BOX



Example C

RAISED JUNCTION BOX



Example D

EXAMPLE OF A COMPLETED REPAIR

Forest River asks for your help to resolve any units possibly affected by this bulletin. We ask that your dealership inspect any units in this serial range that may be in your inventory or at your facilities for service. If any units are discovered with this potential defect, we ask they be repaired promptly using the above procedure and submitted to Forest River for reimbursement by warranty claim. The proper flat rate code for warranty submittal is 50-004010

In the event you need to order the parts from Forest River, all of these parts are available as a kit using Forest River part number 50G 01856A

We appreciate your help and attention to this bulletin and welcome your contact should you have questions.

Forest River customer service

574-206-7600

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000620

RECEIVED

By Recall Management Division at 12:55 pm, Dec 10, 2012



12V-580
(5 pages)

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports⁽¹⁾

On September 28th, 2012 The Ricon Corporation has decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **December 3 2012**

Furnish the manufacturer's identification code for this recall (if applicable): NA

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, a Division of Forest River, Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Kathy Shupert, Customer Service

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Kathy Shupert
Customer Service

Signed

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. **Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford 350,450 and 650** Model Years Involved: **2006-2012** Model(s): **Universal and Primetime and Sport and Concord.**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Chevy 3500, 4500 and 5500** Model Years Involved: 2006-2012 Model(s): **Chevy Sport and Titan II and Titan**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Ford 550** Model Years Involved: **2006-2012** (s): **Entourage**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Freightliner Mb65** Model Years Involved: **2006-2012** (s): **Apollo**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline
Vehicles involved in recall: 704 USA 120 Canada

Percentage of recalled vehicles vs. produced: 11%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
-----------------------	-------------	---------------------------------------

Entourage, Sport (Ford) (Chevy), Universal, Titan, Titan II, Apollo, Primetime, Concorde, 2007 and 2012

Total Number Potentially Affected by the Recall 824

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Ricon Corporation has supplied us with the serial number for each type of lift affected and we were able to match their serial number with our units.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The affected lifts are equipped with a hand held pendant control where upon the Cord is protected by a flexible, steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. In the event the lift is installed such that the armored pendant cable is not managed to be kept clear of the wheelchair lift and the protective, elastomeric cover is either omitted or improperly installed, the armored pendant cable may contact the power lug, resulting in a high current short circuit and the possibility of fire.

Describe the cause(s) of the defect or noncompliance condition.

Failure to install the pendant cable such that it is kept clear of the wheelchair lift base combined with an improperly installed or omitted protective elastomeric boot.

Describe the consequence(s) of the defect or noncompliance condition.

If the aforementioned short circuit occurs and is not removed within a few seconds, a vehicle fire may result in placing vehicle occupants at risk.

Identify any warning which can (a) precede or (b) occur.

Sparks at the base of the lift power pack, rapid heating of the armored pendant cable, wisps of smoke , strong smell of burnt plastic

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Ricon Corporation A Wabtec Company 7900 Nelson Rd Panorama City, CA 91402

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Stanton D. Saucier, PE Vice President-Marketing and Product Planning Ricon Corp.

**IV.
V.**

VI. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.
7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

As reported from SMI

- | | |
|---------|---|
| 7-14-12 | <u>A bus operated by First Transit in Independence, Missouri, was involved in a thermal incident that resulted in the interior of the vehicle being severely damaged while the vehicle was in operation. The vehicle was a 2012 Ford F550/Glaval Entourage model bus bearing vehicle identification number (VIN) 1FDGF5GY9CEB50858.</u> |
| 8-2-12 | <u>Glaval, retained the services of ITC Experts (ITC) to investigate the incident and determine the cause of the fire, and an inspection took place at the transit garage in Independence, Missouri.</u> |
| 8-29-12 | <u>ITC's report was made available to Ricon .</u> |

9-28-12

Upon review of the ITC report furnished by Glaval and completion of an internal investigation of the relevant documents, Ricon concluded that a defect was present.

VII. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or non-compliance. Clearly describe the differences between the recall condition and the remedy.

Ricon will provide instructions for managing the pendant cord and will supply a supplemental cover kit at no charge. It will be the responsibility of the lift owners to install the cover kit. The pendant cord will have a new non-conducting cover.

VIII. Identify the Recall Schedule

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval anticipates the recall campaign will begin during the week of December 10, 2012. At that time, vehicle manufacturers and dealers will be notified of their responsibilities in coordinating the campaign and making remedies to the recall population.

Furnish Recall Communications

10. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573 requirements.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000625

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000642

RECEIVED

By Recall Management Division at 1:45 pm, Oct 18, 2013



**Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾**

**13V-520
5 Pages**

On **September 21, 2013** Glaval Bus decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **September 27, 2013**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, A Division Of Forest River, Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Kathy Shupert
Recall Coordinator**

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

- 2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford 350,450 AND 650** Model Years Involved: **2009 - 2010** Model(s) UNIVERSAL, PRIMETIME, SPORT, CONCORDE AND CONCORDE II

Production Dates: Beginning **August 4th 2009** Ending: **JUNE 7th 2010.**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Chevy 3500, 4500, and 5500** Model Years Involved: **2009 – 2010** Models **Chevy Sport, Titan and Titan II.**

Production Dates: Beginning **August 4th, 2009** Ending: **June 7th, 2010.**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Ford F550** Model Years Involved: **2009 – 2010** Model(s): **Entourage**

Production Dates: Beginning **August 4th, 2009** Ending: **June 7th, 2010**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Freightliner Mb65** Model Years Involved: **2009 – 2010** Model(s): **Apollo**

Production Dates: Beginning **August 4th, 2009** Ending: **June 7th, 2010**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996

through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 953

Vehicles involved in recall: 699

Percentage of recalled vehicles vs. produced: 73%

II. Identify the Recall Population

- 3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
-----------------------	-------------	---------------------------------------

Universal, Entourage, Primetime, Sport, Concorde and Concorde II, (Ford), Sport, Titan and Titan II (Chevy), Apollo, (freightliner Mb65) 2009 and 2010

Total Number Potentially Affected by the Recall: 100%

- 4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On September 21-2013 A&M supplied us with a recall bulletin and supplied us with build dates and defect information.

Models are Universal, Primetime, Sport, Entourage, Concorde, Concord II, Titan, TitanII and Apollo.

III. Describe the Defect or Noncompliance

- 5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Voltage spikes may damage electrical components and electrical circuits.

Describe the cause(s) of the defect or noncompliance condition.

High resistance may cause the board to overheat, increasing the risk of a fire.

Describe the consequence(s) of the defect or noncompliance condition.

The situation could cause the PC board to overheat and a potential fire could result.

Identify any warning which can (a) precede or (b) occur.

N/A

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

A&M Systems, Inc 4121 Eastland Drive Elkhart, IN 46516
Nicole Luken (574)522-5000 ext. 15
nluke@anmsystems.com

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

On September 21st, 2013 we received a technical bulletin DOC00039 from A&M notifying us of the problem.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general

reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

A&M is replacing the 3230 PC board on all currently installed in the Glaval units, and are providing up to one (1) of labor. A&M will be providing instructions. See supplement documentation attached for instructions.

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VI. Identify the Recall Schedule

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval Bus will provide A&M Systems dealer and end user contact information needed and A&M Systems will notify them by postal mail.

10. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter Attached to this document for review.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000647

IMPORTANT SAFETY RECALL NOTICE

Glaval Number # 13V520 A & M Systems Inc # 13E-045

Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

November 14, 2013

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.

Dear Glaval Bus Customer,

Glaval Bus in conjunction A & M System Inc has decided that a defect which relates to motor vehicle safety exists on all models (Entourage, Chevy Sport, Titan, Titan II, Primetime, Concorde, Concorde II, Freightliner, Apollo, Universal) manufactured between the dates of August 4, 2009 thru June 7th, 2010 are equipped with Electric door header.

WHAT IS BEING RECALLED:

The electric door header PC board model 3230 that may be installed on the Glaval units. The headers were manufactured by A & M Systems Inc. between August 1, 2009 through March 31, 2010.

WHY IS IT BEING RECALLED:

Voltage spikes may damage electrical components and electrical circuits, causing the circuit board to develop high resistance. High resistance may cause the board to overheat, increasing the risk of a fire.

WHAT YOU NEED TO DO:

The electric door header containing the PC board is located behind a panel above the passenger side entry door. It is either held on with thumb latches or 4 small screws. Refer to the provided A & M Systems, Inc. Technical Bulletin DOC00039 for complete details of identifying and how to get a replacement if your unit has the 3230 PC Board. For further information you can call 574-522-5000 Ext 15.

WHAT A&M SYSTEMS WILL DO

A & M will provide a replacement 3230 PC Board when applicable free of charge and will cover up to (1) hour of labor.

If after contacting A & M and your inspection and/or repair is not completed in a reasonable amount of time after you tender the vehicle for repair, or without charge you may notify:

<u>Vehicles in the United States Administrator</u>	<u>Bus Body Manufacture</u>	<u>Door Header Manufacture</u>
<u>National Highway Traffic Safety Administration</u> <u>1200 New Jersey Avenue, SE</u> <u>Washington, DC 20590</u> Or call the Toll Free Vehicle Safety Hotline: (888) 327-4236 TTY: (800) 424-9153 Or go to: http://www.safercar.gov	<u>Glaval Bus Division of Forest River Inc</u> <u>914 County Road 1 North</u> <u>Elkhart, IN 46514</u> <u>Glaval Customer Service 1-800-445-2825</u>	<u>A & M Systems, Inc.</u> <u>4121 Eastland Drive</u> <u>Elkhart, IN 46516</u> <u>574-522-5000 Ext 15</u>

VEHICLE IDENTIFICATION NUMBER

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000648

RECEIVED

By Recall Management division at 9:24 am, Jan 08, 2014



**Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾**

On 12/27/2013 Trans/Air decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **January 8, 2014**

Furnish the manufacturer's identification code for this recall (if applicable): **13E-049**

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, A Division Of Forest River, Inc.

Identify the corporate official, by name and title, who the agency should contact with respect to this recall.

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

**Kathy Shupert
Recall Coordinator**

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

- 2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford** Model Years Involved: **2010-2013** Model(s) UNIVERSAL, ENTOURAGE, CONCORDE II, TITAN, TITAN II, LEGACY,

Production Dates: Beginning **June 1st, 2009** Ending: **JUNE 31st 2013.**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 3955

Vehicles involved in recall: 467

Percentage of recalled vehicles vs. produced: 8.468%

II. Identify the Recall Population

- 3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
-----------------------	-------------	---------------------------------------

Universal, Entourage, Concorde II, Titan and Titan II 2010-2013

Total Number Potentially Affected by the Recall: 100%

- 4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On 12-27-2013 Trans-Air supplied us with a service bulletin and supplied us with build dates and defect information.

Models are Universal, Entourage, Concorde, Concord II, Titan and Titan II.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The alternator harness has become pinched between the mount plate and heater hose spring clamp tangs at the front of the manifold.

Describe the cause(s) of the defect or noncompliance condition.

If the tab from the heater hose spring clamp is not oriented properly, (toward the rear of the engine) it could possibly pinch the alternator cable against the compressor mount plate

Describe the consequence(s) of the defect or noncompliance condition.

Could range from none -at-all to alternator failure, burning, heat smell, or smoke in the engine compartment.

Identify any warning which can (a) precede or (b) occur.

N/A

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

On 12-27-2013 we received technical bulletin 13-002 from Trans-/Air notifying us that NHTSA had informed them that Glaval Bus needed to issue a recall.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Inspect the alternator harness to be sure it is not pinched between the spring clamp and the compressor mount plate, while at the same time verifying the tabs on the clamp are oriented toward the rear of the engine. If the harness is pinched, move harness to a location that is clear of spring clamp and rotate the tangs of the clamp to the rear of the engine.

VI. Identify the Recall Schedule

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval Bus will provide dealers and end user contact information needed and will notify them by postal mail.

10. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the

initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000653

RECEIVED

By Recall Management division at 3:35 pm, Jan 17, 2014



Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾ **14V-004**
(5 pages) Amended

On 12/27/2013 Trans/Air decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **January 8, 2014**

Furnish the manufacturer's identification code for this recall (if applicable): **13E-049**

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, A Division Of Forest River, Inc.

Identify the corporate official, by name and title, who the agency should contact with respect to this recall.

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Kathy Shupert
Recall Coordinator

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford** Model Years Involved: **2010-2013** Model(s) UNIVERSAL, ENTOURAGE, CONCORDE II, TITAN, TITAN II, LEGACY,

Production Dates: Beginning **June 1st, 2010** Ending: **JUNE 30th, 2013**.

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 3955

Vehicles involved in recall: 467

Percentage of recalled vehicles vs. produced: 8.468%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Vehicles Model</u>	<u>Year</u>	<u>Number of Potentially Involved</u>
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Universal, Entourage, Concorde II, Titan and Titan II 2010-2013

Total Number Potentially Affected by the Recall: **100%**

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On 12-27-2013 Trans-Air supplied us with a service bulletin and supplied us with build dates and defect information.

Models are Universal, Entourage, Concorde, Concord II, Titan and Titan II.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The alternator harness has become pinched between the mount plate and heater hose spring clamp tangs at the front of the manifold.

Describe the cause(s) of the defect or noncompliance condition.

If the tab from the heater hose spring clamp is not oriented properly, (toward the rear of the engine) it could possibly pinch the alternator cable against the compressor mount plate

Describe the consequence(s) of the defect or noncompliance condition.

Could range from none -at-all to alternator failure, burning, heat smell, or smoke in the engine compartment.

Identify any warning which can (a) precede or (b) occur.

N/A

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

On 12-27-2013 we received technical bulletin 13-002 from Trans-/Air notifying us that NHTSA had informed them that Glaval Bus needed to issue a recall.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Inspect the alternator harness to be sure it is not pinched between the spring clamp and the compressor mount plate, while at the same time verifying the tabs on the clamp are oriented toward the rear of the engine. If the harness is pinched, move harness to a location that is clear of spring clamp and rotate the tangs of the clamp to the rear of the engine.

VI. Identify the Recall Schedule

9. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval Bus will provide dealers and end user contact information needed and will notify them by postal mail.

10. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the

initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter attached to this document for review.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000658

SAFETY RECALL NOTICE

Glaval Bus Number # 14V-004 Trans/Air MFG 13E-049

Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

December 27, 2013

This notification is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.

Dear Glaval Bus Customer,

Glaval Bus in conjunction Trans/Air Mfg. Corp has decided that a defect which relates to motor vehicle safety exists on all Ford models built with the Trans/Air air-conditioning systems that were manufactured between the dates of June 1, 2010 through June 30, 2013.

What is being recalled:

Any Ford 5.4L and 6.8L built with Trans/Air installed compressor mounts, p/n's 4012666-01,4012666-02,4012676-01, and 4012676-02 installed on the Glaval Bus units between 6/4/2010 through 6-15/2013.

Why it is being recalled:

The alternator harness may have become pinched between the spring clamp and the compressor mount plate and the tabs on the clamp may not be oriented towards the rear of the engine as they should be.

What you need to do:

Contact one of the following at Trans/Air Mfg. 1-800-673-2446 for Jeff Kochenour Ext 226, Jen Wagner Ext 267, Wendy Kuhn Ext 225 or Amy Lisenring Ext 225 to locate a facility that can do the inspections and or repairs. They will issue the authorization code as well. The repair facility will need to inspect for the pinched harness between the spring clamp and the compressor mount plate and verify the tabs are oriented to the rear correctly.

If after contacting Trans/Air and your inspection and/or repair is not completed in a reasonable amount of time after you tender the vehicle for repair, or without charge you may notify:

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

Or call the Toll Free Vehicle Safety Hotline:
(888) 327-4236 or TTY: (800) 424-9153

Or go to: <http://www.safercar.gov>

Air Conditioning Supplier

Trans/Air Mfg.
480 E Locust St. PO Box 70
Dallastown, PA 17313

1-800-673-2446
Fax# 717-244-7088

Bus Body Manufacture

Glaval Bus
Division of Forest River Inc
914 County Road 1 North
Elkhart, IN 46514

1-800-445-2825
Fax# 574-264-9036

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000664

April 17, 2014

United States

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

NHTSA Recall Campaign #: 14V-140

Unit Serial Number:

Dear Forest River Crusader Owner,

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

Forest River Inc has decided that a defect which relates to motor vehicle safety exists in the Crusader Model CSF315RST fifth wheel trailers with serial numbers between CSG115071 and CSG115894 manufactured between 9/26/2013 and 3/3/2014.

SAFETY DEFECT

There is not adequate clearance between the tire and the slide-out room actuator bracket. The bracket may hit the tire in the event that the fifth wheel trailer should hit a bump or pot hole in the road. This contact may cause the tire to blow out unexpectedly, thereby potentially resulting in loss of control, property damage, personal injury or death.

REPAIRS

Forest River, Inc. has a repair kit available to create additional and adequate clearance between the tire and slide-out room actuator bracket. There is an approved repair procedure established and parts are available for this repair. **DO NOT USE THIS UNIT WITHOUT FIRST PERFORMING THE APPROVED REPAIR.** At your earliest convenience, please make an appointment to have this repair performed at your nearest Prime Time Manufacturing dealership.

REFUNDS

If you have paid to have this service performed prior to receiving this notice you can receive a full refund. Please mail your paid original invoice or receipt to attention Prime Time Manufacturing Division of Forest River, Inc. Warranty Forest River, Inc. P.O. Box 3030 Elkhart, Indiana 46515-3030.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within 10 days.

If your dealer does not make the required repair promptly and without charge, you may contact Prime Time Manufacturing Division of Forest River's Customer Service at 574-862-1025. You also may contact the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret the inconvenience this situation may have caused you. However, Forest River, Inc. believes in the early detection and immediate correction of potential concerns. Thank you for your understanding.

Sincerely,

Prime Time Manufacturing Division
of Forest River Inc.
Warranty and Service

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000666

RECEIVED

By Recall Management Division at 1:34 pm, Apr 30, 2014



Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports ⁽¹⁾

On **April 28th, 2014** The Ricon Corporation has decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: **April 29th, 2013**

Furnish the manufacturer's identification code for this recall (if applicable): 09E-061

1. Identify the full corporate name of the fabrication manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glaval Bus, A Division Of Forest River, Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Kathy Shupert, Recall Coordinator

Telephone Number: **(574) 262-2212 ext. 184** Fax Number: **(574) 264-9036**

Name and Title of Person who prepared this report:

Kathy Shupert
Recall Coordinator

⁽¹⁾ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

- 2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): **Ford 350,450 AND 650** Model Years Involved: **2007-2012** Model(s) UNIVERSAL, PRIMETIME, SPORT, CONCORDE

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012.**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Chevy 3500, 4500, and 5500** Model Years Involved: **2006-2012** Models **Chevy Sport, Titan and Titan II.**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Ford F550** Model Years Involved: **2007-2012** Model(s): **Entourage**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): **Freightliner Mb65** Model Years Involved: **2007-2012** Model(s): **Apollo**

Production Dates: Beginning **January 1, 2007** Ending: **December 3, 2012**

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Body style: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996

through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

Vehicles produced during recall timeline: 953

Vehicles involved in recall: 42

Percentage of recalled vehicles vs. produced: 22.6%

II. Identify the Recall Population

- 3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
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Universal, Entourage, Primetime, Sport, Concorde and Sport (ford), Titan and Titan II (Chevy), Apollo, (freightliner Mb65) 2007-2012

Total Number Potentially Affected by the Recall: 100%

- 4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Ricon Corporation has supplied us with the serial number for each type of lift affected and we were able to match their serial numbers with our units.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The affected lifts are equipped with a hand held pendant control where upon the Cord is protected by a flexible, steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. In the event the lift is installed such that the armored pendant cable is not managed to be kept clear of the wheelchair lift and the protective, elastomeric cover is either omitted or improperly installed, the armored pendant cable may contact the power lug, resulting in a high current short circuit and the possibility of fire.

Describe the cause(s) of the defect or noncompliance condition.

Failure to install the pendant cable such that it is kept clear of the wheelchair lift base combined with an improperly installed or omitted protective elastomeric boot.

Describe the consequence(s) of the defect or noncompliance condition.
If the aforementioned short circuit occurs and is not removed within a few seconds, a vehicle fire may result in placing vehicle occupants at risk.

Identify any warning which can (a) precede or (b) occur.
Sparks at the base of the lift power pack, rapid heating of the armored pendant cable, wisps of smoke, strong smell of burnt plastic.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.
Ricon Corporation A Wabtec Company 7900 Nelson Rd Panorama City, CA 91402

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier;
Stanton D. Saucier, PE Vice President-Marketing and Product Planning
Ricon Corp.

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

As reported from SMI

7-14-12 A bus operated by First Transit in Independence, Missouri, was involved in a thermal incident that resulted in the interior of the vehicle being severely damaged while the vehicle was in operation. The vehicle was a 2012 Ford F550/Glaval Entourage model bus bearing vehicle identification number (VIN) 1FDGF5GY9CEB50858.

8-2-12 Glaval, retained the services of ITC Experts (ITC) to investigate the incident and determine the cause of the fire, and an inspection took place at the transit garage in Independence, Missouri.

8-29-12 ITC's report was made available to Ricon .

9-28-12 Upon review of the ITC report furnished by Glaval and completion of an internal investigation of the relevant documents, Ricon concluded that a defect was present.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or

purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

Ricon will provide instructions for managing the pendant cord and will supply a supplemental cover kit at no charge. It will be the responsibility of the lift owners to install the cover kit. The pendant cord will have a new non-conducting cover.

VI. Identify the Recall Schedule

5. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Glaval anticipates the recall campaign will begin during the week of May 12th, 2014. At that time, vehicle manufacturers and dealers will be notified of their responsibilities in coordinating the campaign and making remedies to the recall population.

6. Furnish Recall Communications

7. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

We have not made any attempt to communicate with the dealers/end users without approval from NHTSA. We will contact them through the recall letter Attached to this document for review.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000671

IMPORTANT SAFETY RECALL

Glaval Number #14V-226 Ricon Corporation, a Wabtec Company# 14E-010

Glaval Bus a Division of Forest River, Inc. 914 County Road 1 North, Elkhart, Indiana 46516

May 29th, 2014

This notification is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

Federal regulations require that any vehicle lessor receiving this recall notice MUST forward a copy of this notice to the lessee within ten (10) days.

Dear Glaval Bus Customer,

Glaval Bus in conjunction with Ricon Corporations, A Wabtec Company has decided that a defect which relates to motor vehicle safety exists on Glaval units manufactured between the dates of **January 1, 2007 and December 3, 2012** that are equipped with the Ricon S&K Series Public Use Platform Lift.

WHAT IS BEING RECALLED:

The Ricon S&K Series Public Use Platform Lifts installed by Glaval between January 5, 2007 through September 30, 2012 are subject to the campaign.

The platform lifts were built by Ricon, the lifts were manufactured between August 1, 2012 and September 29, 2012 and installed in Glaval units manufactured between **January 1, 2007 and December 3, 2012**.

WHY IS IT BEING RECALLED:

The affected lifts are equipped with a hand held pendant control where upon the cord is protected by a flexible, steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. In the event the lift is installed such that the armored pendant cable is not managed to be kept clear of the wheelchair lift and the protective elastomeric cover is either omitted or improperly installed, the armored pendant cable may contact the power lug, resulting in a high current short circuit and the possibility of fire causing damage to property and/or injury.

WHAT YOU NEED TO DO:

Please contact your local Ricon Customer Service (800)-322-2884 or email admin12E038@wabtec.com and provide them with your lift serial number located on your recall card. They will then send you the part and the information to have the unit repaired. Once the repair has been made please fill out the return portion of your recall and mail.

WHAT RICON WILL DO

Once contacted Ricon will ship the needed part(s) along with the instructions directly to you.

Vehicles in the United States

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
Or call the Toll Free Vehicle Safety Hotline:
(888) 327-4236
TTY: (800) 424-9153
Or go to: <http://www.safercar.gov>

Bus Body Manufacture

Glaval Bus Division of Forest River Inc
914 County Road 1 North
Elkhart, IN 46514
Glaval Customer Service 1-800-445-2825

Please note: If the recall has been completed prior to receiving this notice, you still need to fill out and return the recall notice card included with this mailing.



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000673

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that a defect which relates to motor vehicles safety exists in certain 2007-2009 Starcraft Allstar vehicles equipped with Ricon's DOT Use S and K Series wheelchair lifts and DOT use F9TF wheelchair lifts. These vehicles have a platform restraint belt which is designed to prevent the lift from moving unless the tongue of the belt is fully engaged and latched in the buckle. Ricon has discovered that it is possible for the operator to insert the belt tongue into the buckle without fully engaging the latching mechanism. In this case, the restraint belt would appear to be latched, and the operator could run the lift. If the restraint belt tongue is not fully engaged into the restraint belt buckle, and latched, the lift may operate with an occupant on the platform. Though it is incumbent on the operator to ensure that the belt is fully engaged and latched, failure to check this is within realm of foreseeable misuse. This situation could cause personal injury.

WHAT WE WILL DO

Starcraft with Ricon Corporation, or an Authorized Dealer will provide your customers with a warning decal and a DVD-based training aid to promote the "Click and Tug" campaign. Ricon may provide other point of use materials to raise the awareness of the "Click and Tug" campaign.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 5 min per lift. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call, 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

The enclosed owner reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000674

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that a defect which relates to motor vehicles safety exists in certain 2007-2009 Starcraft Allstar vehicles equipped with Ricon's DOT Public Use, "L-model" S and K Series wheelchair lifts. This lift was designed to stop automatically when the operator runs it from the ground level to the vehicle floor level, as long as the operator continues to depress the "UP" button until stops on its own. If, however, the operator releases the "UP" button while the lift is still moving, the lift may continue to move and eventually initiate stowage, which could tilt the platform prematurely. Though this condition is remote, operating the lift in a manner other than specified in the instructions can be considered a form of misuse that is foreseeable. This situation could cause personal injury.

WHAT WE WILL DO

Starcraft with Ricon Corporation, or an Authorized Dealer will provide your customers a bulletin outlining proper wheelchair lift operation and will ship them a DVD-based training aid to promote proper lift operation. When the software solution is available, your customers will once again be notified by Ricon so that they may take their vehicle to their nearest servicing Ricon dealer for the software update..

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 5 min per lift. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call, 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.

The enclosed owner reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000675

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2006-2010 Starcraft vehicles equipped with Carrier Gen V EM-1 evaporator. These vehicles have an evaporator which contain an Allied Motion motor assembly with a Delphi Corporation ("Delphi") Pack-Con III fuse holder. With time, temperature, and/or vibration, the fuse may loosen in the fuse holder resulting in high resistance and arcing. If sufficient arcing occurs, the fuse holder may melt or ignite. In such case smoke or flame could propagate within EM-1 unit. This situation could cause personal injury.

WHAT WE WILL DO

Starcraft Bus with Carrier Corporation or an Authorized Dealer will replace the existing Delphi Pack-Con III fuse holder with a fuse holder assembly of a more robust design at no charge for parts or labor.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 20 min per unit. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000677

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that certain 2010-2011 Starcraft school bus and MFSAB vehicles equipped with a C.E. White school bus seats fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 222, "School Bus Passenger Seating." The seat cushion's self-latching mechanism may not perform as expected, increasing the risk that the seat cushion could flip up out of position in the event of a crash. This could increase the risk of injury to the seat occupant during a crash.

WHAT WE WILL DO

Starcraft with C.E. White will work in conjunction with our dealerships to remedy your bus or buses at no charge for parts or labor.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately 25 minutes per bus. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you have reviewed the instructions from your dealer and feel that you can perform the remedy, contact Starcraft customer service by calling 1-800-348-7440 and materials to perform the remedy will be sent to you.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000679



November 28, 2011

Re: Slam latch issue, Recall 11E-026

To whom it may concern,

This letter is to notify you that The C. E. White Company has identified the potential defect issue related to the latch mechanism on school bus seats. Specifically, the seat cushion does not lock or latch per the requirement in FMVSS 571.222 5.1.5(a). This requirement indicates a 48.4 pound mass placed in the center of the cushion must "self" latch.

The C. E. White Company has filed a defect information report with the National Highway Traffic Safety Administration (NHTSA) notifying the Agency of the above potential issue. Ref: 11E-026. Note, this is not a Canadian (CMVSS) requirement.

Pursuant to NHTSA regulations, within five days of your receipt of this letter, you must submit a defect information report (see Title 49, Part 573 of the Code of Federal Regulations) to NHTSA covering all vehicles that you manufactured with the slam latch seats. These seats were manufactured by C.E. White from April 14, 2010 through June 7, 2011. The C. E. White Co. has the particular seat part numbers effected and will work with each OEM to help determine the vehicles effected.

The C. E. White Company has conducted root cause analysis and developed the solution to address this potential issue. It has been determined the friction between the latch cam mechanism and the locking wire causes the issue. By adding white lithium grease to the latch cam mechanism, the friction is reduced and the seat latches properly.

A service bulletin has been developed, see attached, to clearly describe the how and where to apply the grease.

We apologize for any inconvenience this may cause to you or your customers. Please contact The C. E. White Warranty Department, 419/492-2157, with any questions you may have on this matter.

Sincerely,

Todd Moyer
Director of Engineering
The C. E. White Co.

FR000679

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000680



VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2008-2011 Starcraft school bus and MFSAB vehicles equipped with a Challenger rear door. Due to insufficient lubrication on the rear door handle latch mechanism, the handle may bind. In the event of an emergency, the vehicle occupants may be unable to open the rear door, which would hinder their safe exit from the bus, possibly resulting in injury to the vehicle occupants.

WHAT WE WILL DO

Starcraft with Challenger Door will work in conjunction with our dealerships to remedy your bus or buses at no charge for parts or labor.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately 5 minutes per bus. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you have reviewed the instructions from your dealer and feel that you can perform the remedy, contact Starcraft customer service by calling 1-800-348-7440 and materials to perform the remedy may be sent to you.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000681

Challenger Door

Process Control Document

Date : 10/17/11

Starcraft Plunger Lube

Sheet : 1

BY: Mike S.



Tool List

- (1) (1)- 1 bottle of spray lube

Apply spray-on lube generously once a month to both sides of plunger as seen in the pictures to reduce friction.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000682

SAFETY RECALL NOTICE

Dear Valued Customer:

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

Starcraft Bus (Div of Forest River) has decided that certain model year 2008 through 2011 MFSAB school buses manufactured from October 20, 2008 through January 18, 2011, fail to conform to the joint strength requirements of Federal Motor Vehicle Safety Standard No. 221, "School Bus Body Joint Strength."

! IMPORTANT !

- Your Starcraft School Bus or Starcraft MFSAB is being recalled
- You should contact your nearest Starcraft Bus dealer to have your vehicle repaired

Why is a recall being conducted?

The noncompliance involves the interior and exterior aluminum body panels. The body panels may be missing a structural adhesive that was used during the testing of joint strength of those panels. In the event of a crash, serious injuries or death can occur as a result of the structural collapse of the school bus body panels.

What are we doing about the problem?

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in 4 to 6 hours of their start time.

What should you do?

Contact your nearest Starcraft Bus dealer and set up a time to have your vehicle repaired.

What if you no longer own this Starcraft vehicle?

Forward this recall notice immediately to the new owner of the Starcraft vehicle and send their contact information to Starcraft Bus and your nearest Starcraft Bus dealership.

Who should you contact if you have further questions or concerns?

Starcraft Bus
2367 Century Drive
Goshen, Indiana 46528
Phone: 800-348-7440

***2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com***

STARCRAFT BUS 
a division of Forest River, Inc.

If you have already paid to have your Starcraft bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair of your interior and exterior aluminum panels. To learn more about what you need to do to obtain reimbursement, call our toll-free number 800-348-7440 to receive those instructions.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Starcraft Bus

2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com

FR000683

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000684

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2006-2010 Starcraft vehicles equipped with Braun wheelchair lift model Century-2 (NCL-2), Vista-2 NVL-2. These vehicles have a wheelchair lift in which over time and with frequent use, the roll stop latches on the outer barrier may become bent or misaligned. Should this occur, a wheelchair occupant may defeat or ride over the insufficiently latched roll stop. If this occurs when the lift platform is in an elevated position, the wheelchair's occupant could fall and sustain injury.

WHAT WE WILL DO

Starcraft Bus with The Braun Corporation, or an Authorized Dealer will replace the existing outer roll stop latch/latch bracket and clevis pin. Installation Kit 945-12E002.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately less than an hour per unit. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000686

International Corporate Headquarters:

The Braun Corporation
631 W. 11th Street
P.O.Box 310
Winamac, IN 46996 USA
1-800-THE LIFT
(574) 946-6153
FAX: (574) 946-4670

www.braunmobility.com



April 11, 2012

Subject: Braun Wheelchair Lift recall; 12E002

This communication is to address some of the questions that you have been asking pertaining to the recall notification and processes.

1. Do I need to ground my fleet of vehicles?

Answer: No, you do not need to take your entire fleet out of service. However, you should inspect your lifts to ensure proper barrier operation and function (Refer to the owner manual and the operation instruction decal on the lift). Century Operation sample is below or [CLICK HERE](#) for a video demonstration.

2. Why is the remedy necessary?

Answer: The remedy will enhance rollstop latching. Over time, the affected lifts may exhibit an inability to properly latch the rollstop in the vertical position. This may be caused by ill-maintenance or damaged parts. Should an attendant/wheelchair occupant not recognize the rollstop is not fully latched; a wheelchair occupant may fall from the elevated platform.

3. Where can I view the recall repair video?

Answer: [CLICK HERE](#)

4. How do I process Labor Claim after the remedy has been installed

Answer: [CLICK HERE](#)

We hope this helps answer some of your questions.

Rick Nelson

Director of Product Support
The Braun Corporation

FR000686

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000687

Safety Recall Notice

Service Bulletin 37679

February 2012

Applicable for NCL and NVL Series AA-DA

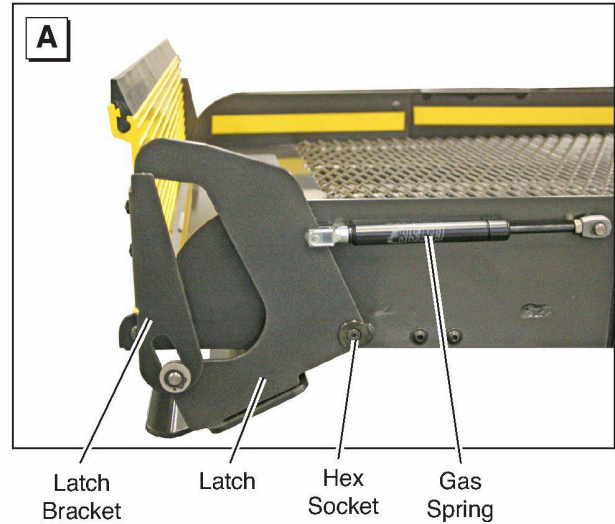
Installation Kit 945-12E002



Scan to View
Instructional
Video

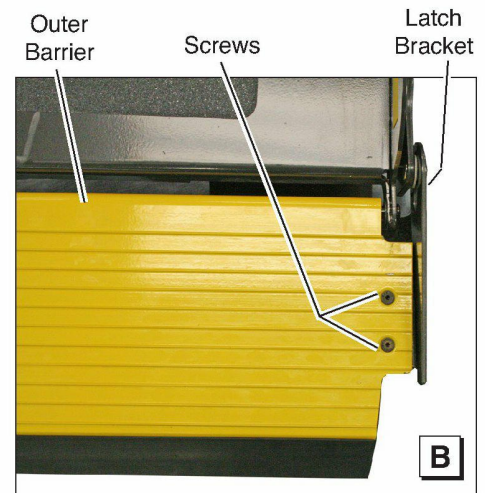
Front (Right) Side Retrofit Procedure

1. Deploy lift to floor level.

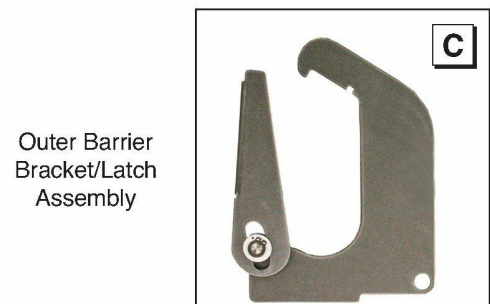


2. Remove gas spring. See Photo A.

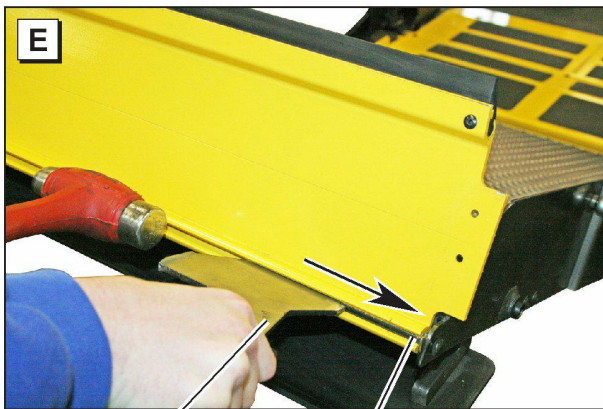
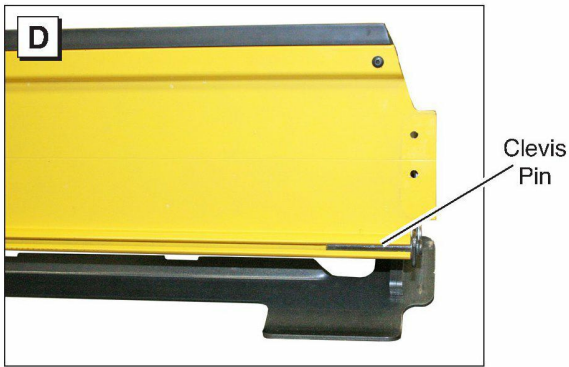
3. Remove two screws securing outer barrier to latch bracket. Discard screws and nuts. See Photo B.



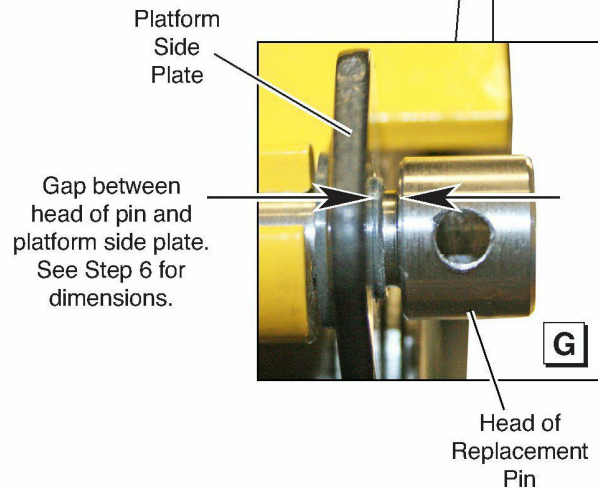
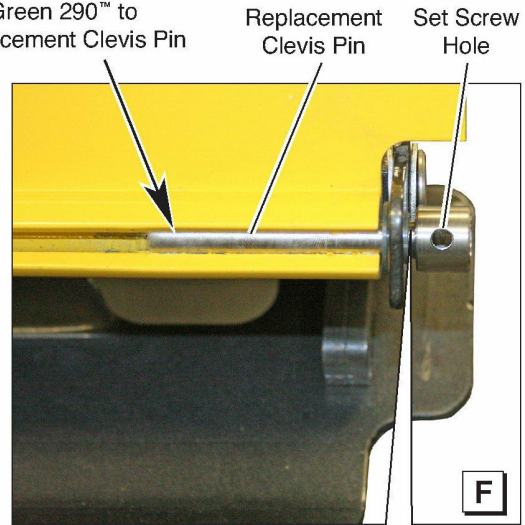
4. Remove hex socket and washer securing outer barrier latch to platform. Keep screw and washer. See Photo A. Remove and discard bracket/latch assembly. See Photo C.



Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679



Apply Loctite® Threadlocker Green 290™ to Replacement Clevis Pin



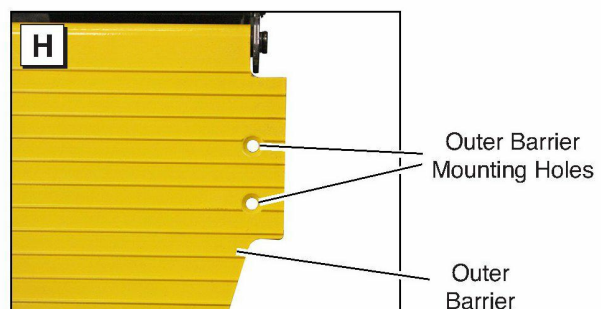
5. Remove clevis pin from platform/outer barrier using pin removal tool TL11002. The clevis pin is a friction fit and removal may be difficult. See Photos D and E.

6. Install replacement pin. Temporarily install roll stop pin cap on roll stop pin to avoid damaging the head of the replacement pin during installation. Remove cap. Refer to Photo J. Ensure that a gap exists between the head of the replacement pin and the platform side plate (See Photo G):

- Century: 1/16" gap both sides
- Vista: 1/8" gap on microswitch side, 1/16" opposite side.

During installation, position set screw hole facing outward for easy access. Apply Loctite® Threadlocker Green 290™ or equivalent on clevis pin after installation. See Photos F and G.

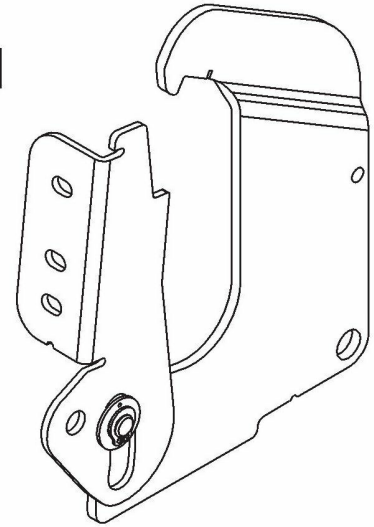
7. Drill outer barrier mounting holes to 1/4" diameter. See Photo H.



Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

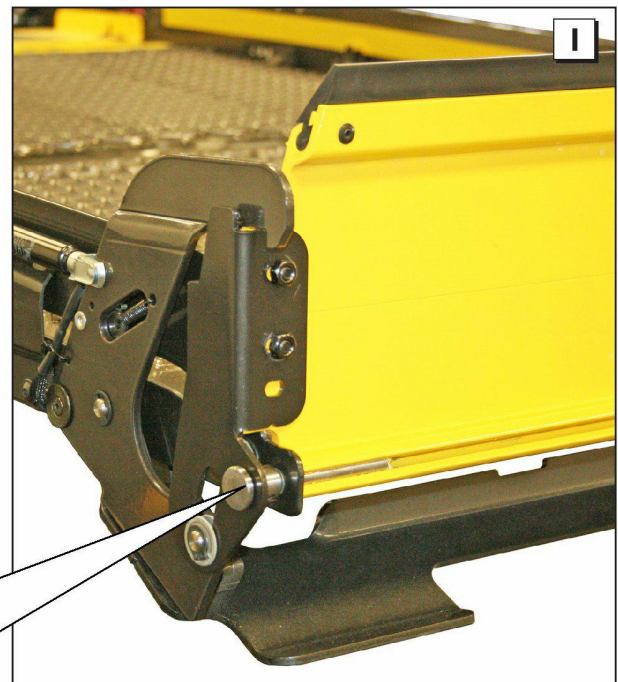
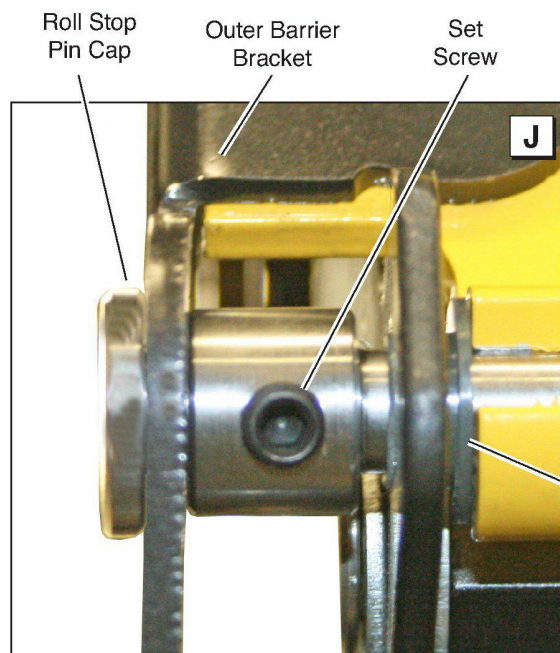
8. Install replacement outer barrier bracket/latch assembly using hex socket and washer removed in step 4. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Refer to Photo A and Figure 1.

Figure 1



9. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.

10. Install roll stop pin cap. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. Secure with set screw. See Photos I and J.

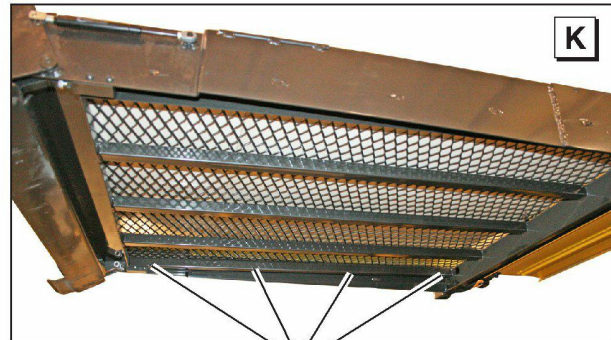


Outer Barrier Latch, Bracket, and Clevis Pin Retrofit 37679

Rear (Left) Side Retrofit Procedure

11. Perform steps 2 and 3.

12. Remove wire ties from microswitch harness and disconnect outer barrier microswitch harness. Discard. See Photos K and L.



Wire Ties

13. Perform steps 4 through 7.

14. Install replacement outer barrier latch/bracket assembly using hex socket and washer removed in step 4. See Figure 2.



Microswitch
Harness
Connector

15. Attach latch bracket to outer barrier with supplied screws and nuts. Refer to Photo B.

16. Route and connect outer barrier microswitch harness. Secure with wire ties. Refer to Photos K and L.

17. Install roll stop pin cap. Secure with set screw. Apply Loctite® Threadlocker Blue 242™ or equivalent on threads. See Photos I and J.

18. Install gas springs. Confirm proper operation of gas springs. Replace if necessary.

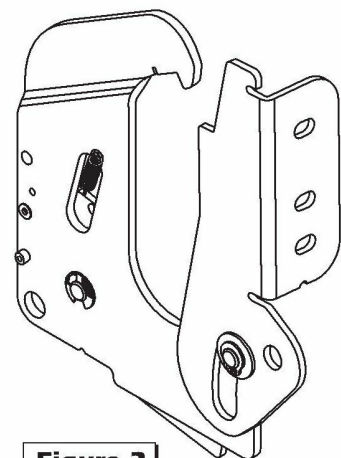


Figure 2

19. Ensure proper outer barrier operation.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000691

VEHICLE DEFECT OWNER NOTIFICATION LETTER
REMINDER NOTICE

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that certain 2010-2011 Starcraft school bus and MFSAB vehicles equipped with a C.E. White school bus seats fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 222, "School Bus Passenger Seating." The C. E. White Company has identified the potential defect issue related to the Aft push requirement on school bus seats. Specifically, some 39" seats potentially do not meet the aft push requirement per FMVSS 571.222 5.1.4. This could increase the risk of injury to the seat occupant during a crash.

WHAT WE WILL DO

Starcraft with C.E. White will work in conjunction with our dealerships to remedy your bus or buses at no charge for parts or labor.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately 50 minutes per seat. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000692

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that certain 2010-2011 Starcraft school bus and MFSAB vehicles equipped with a C.E. White school bus seats fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 222, "School Bus Passenger Seating." The C. E. White Company has identified the potential defect issue related to the Aft push requirement on school bus seats. Specifically, some 39" seats potentially do not meet the aft push requirement per FMVSS 571.222 5.1.4. This could increase the risk of injury to the seat occupant during a crash.

WHAT WE WILL DO

Starcraft with C.E. White will work in conjunction with our dealerships to remedy your bus or buses at no charge for parts or labor.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible. Instructions for making this correction have been sent to your dealer. The labor time necessary to perform this service correction is approximately 50 minutes per seat. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is corrected as promptly as possible.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000693

Recall Campaign

TITLE:

TO: Startcraft Customers

PRODUCT: CE White 39" school bus seat

FROM:

PLANNING INFORMATION

Description

This document contains procedures to modify the seat frame on the standard CEW 39" seat which allows too much movement. This modification is necessary to meet the FMVSS 222 rearward push requirement.

Compliance

Claim under warranty must be sent to C.E.White Company within 45 days of the repair date.

Manpower

We allow approximately **.7 hour** per seat.

Material Availability

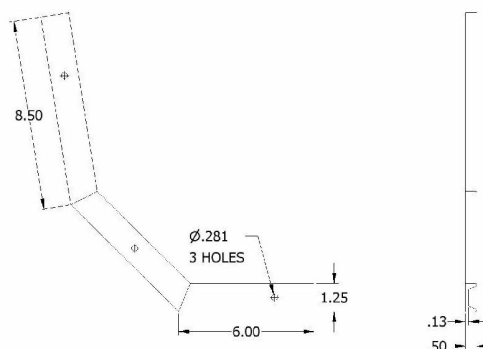


Figure 1:CEW Seat frame reinforcement bracket

Part number	Description	Qty/seat
Left hand 700-125 and 700-128 or Right hand 700-127 and 700-129	Seat frame reinforcement bracket	1
601252822 or equivalent	Hex bolt - GR5 C 1/4-20 X 1 3/4	1
601254422 or equivalent	Hex bolt - GR5 ZC 1/4-20 X 2 3/4	2
688250012or equivalent	Hex flange lock nut - GR G ZC 1/4-20	3

Note: Material listed above is required to repair each seat.

MODIFICATION INSTRUCTIONS

Note: It is assumed that all of the procedures required to perform this modification will be done according to professionally accepted standards. It is recommended to read the entire procedure prior to beginning the repairs.

PROCEDURE

Contact the C.E.White warranty representative. They will ship the repair parts and point out which seats need to be modified.

1. The reinforcement bracket shall be installed, as shown, on the outside aisle frame tube after removing the seat back cover and foam.

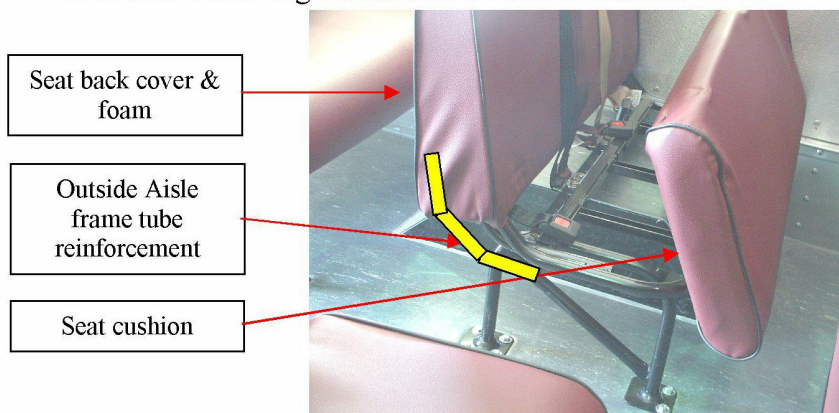


Figure 2: Side seat view

2. Remove the seat cushion. Depending on the seat model year, the seat cushion could be secured with two quarter turn brackets or a self latching device.



Figure 3: Quarter turn bracket – seat underneath view



Figure 4: Self latching device – seat underneath view

3. Remove staples from the bottom of the seat back cover. Once the staples are removed, grab the lower outside corner of the foam pack and pull up to release the foam from the frame. This will allow the foam and cover to slide up the frame as a single unit or the cover can be removed first and then the foam pack. If the foam pack sticks to the frame, “work” or twist the foam in the sticking area and pull up on the lower outside corners again.



Figure 5: Remove staple from the seat cover – seat back underneath view

4. Place the reinforcement bracket on the outside seat frame tube, closest to the aisle, (two different brackets are provided, select the best fitting). While keeping the bracket centered on that tube, mark the 3 mounting holes or clamp the bracket to the tube. Note: reinforcement bracket is only needed on the aisle side of frame.



*Figure 6: Seat frame reinforcement bracket –seat frame side view
The longer bracket side fits on the back of the seat (as shown)*

5. Drill the 3 mounting holes with a 9/32" drill bit. Drill completely through the outside and inside tubes for the upper and lower mounting locations. The center mounting location will only need a hole through the outside tube.

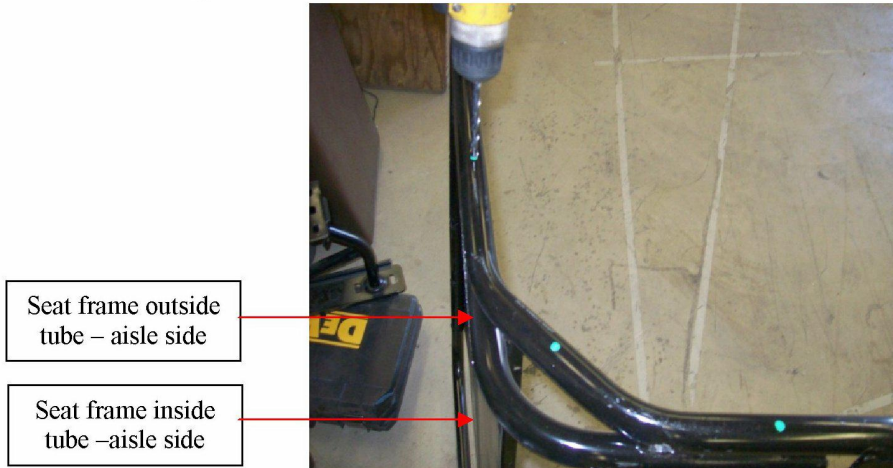


Figure 7: Frame drilling – seat frame side view

6. Locate and install the bracket using three 1/4" GR5 bolts and lock nuts which are supplied in kit (approx. 8lb-ft).
7. Once the bracket is installed, replace the foam and cover as removed. Locate the unfinished edge of the cover, taut the vinyl piece and staple it to the wood tack strip located at the bottom of the seat back. Next, staple the outside flaps to the same wood strip, then pull the finished edge and staple it. Use staples 1/4 to 3/8 inch long.

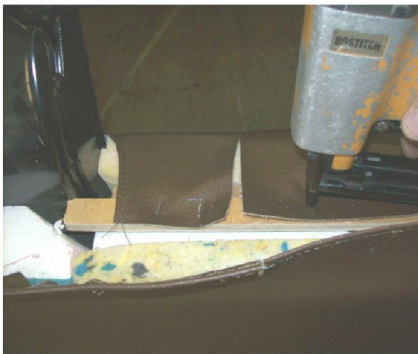


Figure 8: Unfinished edge



Figure 9: Outside flaps



Figure 10: Finished edges

Seat back underneath view

8. Re install the seat cushion as removed.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000698

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2011-2012 Starcraft vehicles equipped with SMI ProLo Roof Hatch Model Number 298 9245-G200. These vehicles have a roof hatch which may exceed the forty pound maximum force required under the FMVSS 217..

WHAT WE WILL DO

Starcraft Bus with Specialty Manufacturing Inc. or an Authorized Dealer will replace the existing nylon receiver with a new nylon receiver kit (009493 ProLo Repair Service Kit.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 10 min per unit. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000700

IMPORTANT SAFETY RECALL

This notice applies to your vehicle:

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that a defect which relates to motor safety exists in certain 2009 - 2010 Starcraft models equipped with A&M Systems electric door actuators. Voltage spikes may damage electrical components and electrical circuits, causing the circuit board to develop high resistance, increasing the risk of a fire.

WHAT WE WILL DO

At no charge, Starcraft Bus in conjunction with our certified dealers and A&M Systems will replace any model 3230 PC boards currently installed on a door actuator plus labor of up to one (1) hour. Refer to A&M Systems Technical Bulletin DOC00039 for complete details of identifying and replacement of the effective PC boards.

WHAT YOU SHOULD DO

Owners of the vehicles should contact A&M Systems Inc. The enclosed bulletin (DOC00039) contains instructions on how to get a replacement board. Once you have received the replacement board or have had your board replaced, please notify Curtis Carlson at Starcraft Bus by email to ccarlson@forestriverinc.com.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is addressed as promptly as possible.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the noncompliance remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Curtis Carlson by phone at 1-800-348-7440.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft Bus by email to ccarlson@forestriverinc.com. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000701

VEHICLE OWNER NOTIFICATION LETTER

RCAK-13V100-4355

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that certain 2004 - 2009 Starcraft XLT models at full passenger capacity and full fuel, could fail to conform to the requirements of 49 CFR Part 567, "Certification." The affected vehicles have incorrect values for the Gross Vehicle Weight Rating and Gross Axle Weight Rating specified on the certification label.

WHAT WE WILL DO

At no charge, Starcraft Bus in conjunction with our certified dealers will recertify the chassis GVWR. In some cases, it may be necessary to add leaf springs to the chassis to re-rate the rear GAWR. In a very limited number of cases that the chassis can not be modified, it may be necessary to remove a seat(s) from those vehicles. A Starcraft representative will be able to advise owners if the chassis can be modified or if seating will need to be removed. In the event seat(s) are removed from the vehicle, Starcraft Bus will reimburse the end user \$1500.00 per seat that needed to be removed.

WHAT YOU SHOULD DO

Owners of the vehicles should contact Starcraft Bus. Have the vehicle identification number (VIN) available for reference. Starcraft Bus will send a new FMVSS label. Once the new label is in place, send in a photo to the warranty department to show that the new label has been installed in your vehicle. Photos may be sent in by fax (574) 970-4949 or emailed to smachuca@forestriverinc.com.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is addressed as promptly as possible.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the noncompliance remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or by email to smachuca@forestriverinc.com. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000702



August 14, 2013

In regards to: RCAK-13V100-4355

To Whom It May Concern:

Starcraft Bus has been working with dealerships across the country to get a resolution out to our customers who have vehicles involved in the above mentioned recall. We have contracted a database company called R.L. Polk to find end users to that we can get the appropriate information sent to them. They had a high success rate of finding end users for us. However, there were some that were not able to be found. We are sending out the recall information with VIN's of vehicles that can not be located. With assistance from you, our dealer, we hope to find the remaining vehicles. It would be most appreciated if the information can be sent to the customer who bought the vehicle from you. Please forward this information to that customer and have them follow the directions so we can further provide service to those customers.

Best regards,

Starcraft Bus (Div. of Forest River)

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000703



VEHICLE OWNER NOTIFICATION LETTER

RCAK-13V100-4355

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has decided that certain 2004 - 2009 Starcraft XLT models at full passenger capacity and full fuel, could fail to conform to the requirements of 49 CFR Part 567, "Certification." The affected vehicles have incorrect values for the Gross Vehicle Weight Rating and Gross Axle Weight Rating specified on the certification label.

WHAT WE WILL DO

At no charge, Starcraft Bus in conjunction with our certified dealers will recertify the chassis GVWR. In some cases, it may be necessary to add leaf springs to the chassis to re-rate the rear GAWR. In a very limited number of cases that the chassis can not be modified, it may be necessary to remove a seat(s) from those vehicles. A Starcraft representative will be able to advise owners if the chassis can be modified or if seating will need to be removed. In the event seat(s) are removed from the vehicle, Starcraft Bus will reimburse the end user \$1500.00 per seat that needed to be removed.

WHAT YOU SHOULD DO

Owners of the vehicles should contact Starcraft Bus. Have the vehicle identification number (VIN) available for reference. Starcraft Bus will send a new FMVSS label. Once the new label is in place, send in a photo to the warranty department to show that the new label has been installed in your vehicle. Photos may be sent in by fax (574) 970-4949 or emailed to smachuca@forestriverinc.com.

Your Starcraft dealer is best equipped to provide service to ensure that your vehicle is addressed as promptly as possible.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the noncompliance remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or by email to smachuca@forestriverinc.com. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000704

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2006-2012 Starcraft vehicles equipped with Ricon DOT Public Use, S and K Series wheel chair lift equipped with an optional armored cord on the hand held control pendant. The flexible, steel conduit (an armored pendant cable) and an external power lug at the base of the hydraulic pump. The armored pendant cable may contact the power lug resulting in a high current short circuit and the possibility of a thermal event.

WHAT YOU SHOULD DO

Immediately locate and inspect the affected unit(s) in your fleet. If the pendant has been replaced such that the lift is no longer equipped with an armored pendant cord, no further action is necessary.

Make sure the cord is managed so that the cord not contact the lift, make sure that the protective, elastomeric cover shipped with the lift is properly installed and contact Ricon for supplemental cover kit and instructions.

Materials are available by calling Ricon Customer Service at (800) 322-2884, or by emailing Ricon's Recall Coordinator, at admin12E38@wabtec.com or by locating the nearest Ricon servicing dealer using the locator on the Ricon website-www.riconcorp.com

WHAT WE WILL DO

Ricon Corporation will provide materials as outline above. If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied within a reasonable amount of time, you may submit a complaint to the you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000705

IMPORTANT SAFETY RECALL

Dear Starcraft Bus Owner:

This notice applies to your vehicle VIN: 1FD4E4FS4BDA54811

NHTSA Campaign Number: 14V-018

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

REASON FOR THIS RECALL

Starcraft has decided that a defect which relates to motor vehicles safety exists in certain 2010-2013 Starcraft vehicles equipped with Trans/Air Compressor mount kits with model numbers 4012666-01, 4012666-02, 4012676-01 and 4012676-02. These kits were installed between June 1, 2010 and June 15, 2013 onto Ford 5.4L or 6.8L engines. When installing the mount bracket, if the heater hose spring clamp tabs/tangs are not oriented to the rear of the engine, the alternator harness may be pinched between the spring clamp tabs/tangs and the compressor mounting bracket.

WHAT YOU SHOULD DO

Immediately locate and inspect the affected unit(s) in your fleet. Contact Trans/Air's Customer Service at (800) 673-2446, or by emailing Trans/Air's Recall Coordinator, at jkochenour@transairmfg.com

WHAT WE WILL DO

Trans/Air will inspect your vehicle for proper clamp orientation. At no cost to you. If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied within a reasonable amount of time, you may submit a complaint you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123).

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft Bus by email to ccarlson@forestriverinc.com. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000706

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 1FDEE3FS0ADA52901

Dear Federal Coach Bus Owner:

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

REASON FOR THIS RECALL

Federal Coach has decided that a defect which relates to motor safety exists in certain 2010 Federal Coach models equipped with A&M Systems electric door actuators. Voltage spikes may damage electrical components and electrical circuits, causing the circuit board to develop high resistance, increasing the risk of a fire.

WHAT WE WILL DO

At no charge, Forest River Inc. in conjunction with our certified dealers and A&M Systems will replace any model 3230 PC boards currently installed on a door actuator plus labor of up to one (1) hour. Refer to A&M Systems Technical Bulletin DOC00039 for complete details of identifying and replacement of the effective PC boards.

WHAT YOU SHOULD DO

Owners of the vehicles should contact A&M Systems Inc. The enclosed bulletin (DOC00039) contains instructions on how to get a replacement board. Once you have received the replacement board or have had your board replaced, please notify Curtis Carlson at Forest River Inc. by email to ccarlson@forestriverinc.com.

Your Federal Coach dealer is best equipped to provide service to ensure that your vehicle is addressed as promptly as possible.

After contacting your dealer and the Forest River Inc. customer service, if you are still not able to have the noncompliance remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Curtis Carlson by phone at 1-800-348-7440.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Forest River Inc. by email to ccarlson@forestriverinc.com. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000707

SAFETY RECALL NOTICE

Dear Valued Customer:

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

Starcraft Bus (Div of Forest River) has decided that certain model year 2008 through 2011 MFSAB school buses fail to conform to the labeling requirements of Federal Motor Safety Standard No. 111, "Rearview Mirrors."

! IMPORTANT !

- Your Starcraft School Bus or Starcraft MFSAB is being recalled
- You should contact your nearest Starcraft Bus dealer to have your vehicle repaired

Why is a recall being conducted?

The noncompliance involves the cross view mirrors. There could be a missing label in the driver's area that instructs the driver to not use the cross view mirrors while the vehicle is in motion. The use of the cross view mirrors while the vehicle is in motion could result in a vehicle crash. The label should read:
"USE CROSS VIEW MIRRORS TO VIEW PEDESTRIANS WHILE BUS IN STOPPED. DO NOT USE THESE MIRRORS TO VIEW TRAFFIC WHILE BUS IN MOVING. IMAGES IN SUCH MIRRORS DO NOT ACCURATELY SHOW ANOTHER VEHICLE'S LOCATION.

What are we doing about the problem?

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in less than 5 minutes of their start time.

What should you do?

Contact your nearest Starcraft Bus dealer and set up a time to have your vehicle repaired.

What if you no longer own this Starcraft vehicle?

Forward this recall notice immediately to the new owner of the Starcraft vehicle and send their contact information to Starcraft Bus and your nearest Starcraft Bus dealership.

2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com



Who should you contact if you have further questions or concerns? Starcraft Bus
2367 Century Drive
Goshen, Indiana 46528
Phone: 800-348-7440

If you have already paid to have your Starcraft bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the installation of the label. To learn more about what you need to do to obtain reimbursement, call our toll-free number 800-348-7440 to receive those instructions.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Starcraft Bus

*2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com*

FR000708

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000709

SERVICE BULLETIN

Date	Vehicle Type	Issue Type	Bulletin Number
2/23/11	Prodigy / Quest	Severe	11-005

VEHICLES AFFECTED

All Starcraft Prodigy and Quest vehicles. Model year 2008 to Present.

ISSUE

This notice is being issued in response to RCAF-11V102-1142, a recall posted by National Highway Traffic Safety Administration on 2/19/11.

ACTION

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in less than 5 minutes of their start time.

SERVICE PROCEDURE

Inspect the driver's area of the vehicle. There should be a label visible from the driver's seat that reads: "USE CROSS VIEW MIRRORS TO VIEW PEDESTRIANS WHILE BUS IN STOPPED. DO NOT USE THESE MIRRORS TO VIEW TRAFFIC WHILE BUS IN MOVING. IMAGES IN SUCH MIRRORS DO NOT ACCURATELY SHOW ANOTHER VEHICLE'S LOCATION."

PROCEDURE

Attach label in an area that is visible from the driver's seat. Below are examples of acceptable locations.

Ford:



Chevy/GM:



AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000710



SAFETY RECALL NOTICE

Dear Valued Customer:

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

Starcraft Bus (Div of Forest River) has decided that certain model year 2008 through 2011 MFSAB/School Buses manufactured from October 20, 2008 through September 9, 2011, may fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release".

! IMPORTANT !

- Your Starcraft School Bus or Starcraft MFSAB is being recalled

Why is a recall being conducted?

The noncompliance involves the emergency handle on the rear door. If the rear door latch is not properly lubricated it could bind and be difficult to operate.

What are we doing about the problem?

Starcraft Bus and Challenger Door will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus has attached instructions from Challenger Door on how to service the rear door latch mechanism.

What should you do?

If the rear door handle is not functioning properly, follow the instructions provided on how to perform maintenance on the rear door handle/latch mechanism.

What if you no longer own this Starcraft vehicle?

Forward this recall notice immediately to the new owner of the Starcraft vehicle and send their contact information to Starcraft Bus and your nearest Starcraft Bus dealership.

Who should you contact if you have further questions or concerns?

Challenger Door, LLC
P.O. Box 67
1205 E. Lincoln Street
Nappanee, IN 46550
(574) 773-8115

STARCRAFT BUS 
a division of Forest River, Inc.



If you have already paid to have your Starcraft bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair of your interior and exterior aluminum panels. To learn more about what you need to do to obtain reimbursement, call our toll-free number 800-348-7440 to receive those instructions.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.
Sincerely,

Starcraft Bus

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000712

Challenger Door

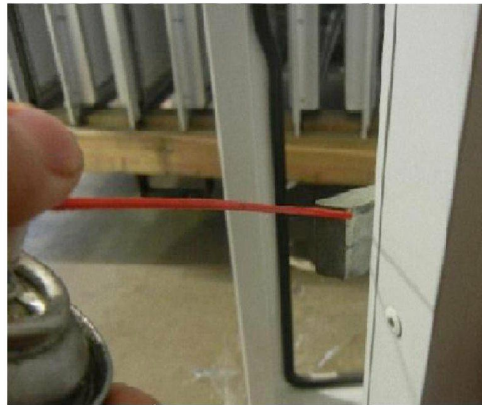
Process Control Document

Date : 10/17/11

Starcraft Plunger Lube

Sheet : 1

BY: Mike S.



Tool List

- (1) (1)- 1 bottle of spray lube

Apply spray-on lube generously once a month to both sides of plunger as seen in the pictures to reduce friction.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000713

SAFETY RECALL NOTICE

Dear Valued Customer:

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

Starcraft Bus (Div of Forest River) has decided that certain model year 2008 through 2011 MFSAB school buses manufactured from October 20, 2008 through January 18, 2011, fail to conform to the joint strength requirements of Federal Motor Vehicle Safety Standard No. 221, "School Bus Body Joint Strength."

! IMPORTANT !

- Your Starcraft School Bus or Starcraft MFSAB is being recalled
- You should contact your nearest Starcraft Bus dealer to have your vehicle repaired

Why is a recall being conducted?

The noncompliance involves the interior and exterior aluminum body panels. The body panels may be missing a structural adhesive that was used during the testing of joint strength of those panels. In the event of a crash, serious injuries or death can occur as a result of the structural collapse of the school bus body panels.

What are we doing about the problem?

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in 4 to 6 hours of their start time.

What should you do?

Your vehicle should be taken out of service. Contact your nearest Starcraft Bus dealer and set up a time to have your vehicle repaired.

What if you no longer own this Starcraft vehicle?

Forward this recall notice immediately to the new owner of the Starcraft vehicle and send their contact information to Starcraft Bus and your nearest Starcraft Bus dealership.

Who should you contact if you have further questions or concerns?

Starcraft Bus
2367 Century Drive
Goshen, Indiana 46528
Phone: 800-348-7440

***2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com***

STARCRAFT BUS 
a division of Forest River, Inc.

If you have already paid to have your Starcraft bus repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair of your interior and exterior aluminum panels. To learn more about what you need to do to obtain reimbursement, call our toll-free number 800-348-7440 to receive those instructions.

If after attempting to have your vehicle repaired you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Starcraft Bus

2367 Century Drive, Goshen, IN 46528 PH: 800-348-7440 FAX: 574-642-4389
www.starcraftbus.com

FR000714

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000715

SERVICE BULLETIN

Date	Vehicle Type	Issue Type	Bulletin Number
2/23/11	Prodigy / Quest	Severe	11-002 / 11-003

VEHICLES AFFECTED

All Starcraft Prodigy and Quest vehicles. Model year 2008 to Present.

ISSUE

This notice is being issued in response to RCAF-11V100-9646, a recall posted by National Highway Traffic Safety Administration on 2/19/11.

ACTION

Starcraft Bus will work in conjunction with our dealerships to remedy your bus or buses free of charge. Starcraft Bus dealerships will be repairing buses on a first come, first served basis. Bus repairs may be completed in 4 hours of their start time.

SERVICE PROCEDURE

Inspect interior ceiling panels to verify any missing adhesive. Panels will become loose if adhesive is not present between ceiling panels. If panels are missing adhesive, review procedure attached in this service bulletin.

Inspect exterior wall panels to verify rivets spaced more than 4" apart. Panels with rivet spacing more than 4" apart may be missing a structural adhesive. If panels have rivets spaced more than 4" apart, review procedure attached in this service bulletin.

PROCEDURE

Attached in this service bulletin.

OPERATION DESCRIPTION - INTERIOR

TIME

Remove light bars and other interior trims panels.	10:00.00 Sec.
Remove fasteners of interior ceiling panels.	05:00.00 Sec.
Pull leading edge of ceiling panel joint down and add ¼" wide 2-sided tape the entire width of the ceiling panel. Repeat for each ceiling panel.	15:00.00 Sec.
After 2-sided tape is applied to entire width of each ceiling panel add a ¼" bead of Sika 3131 structural adhesive to the inside of the ceiling panel the entire width of ceiling panel. Repeat for each ceiling panel.	15:00.00 Sec.
Using existing holes in the ceiling panels, replace all fasteners before adhesive is cured (about 5 minutes).	05:00.00 Sec.
Re-install light bars and other interior trims that were taken down.	10:00.00 Sec.
Est. total for interior:	02:00:00.00 Sec.

OPERATION DESCRIPTION - EXTERIOR

TIME

Drill a hole for a rivet every 1” on center down the lower edge of the rub rails that are located at floor height on both sides of the bus.	30:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located between the rear cap and rear window on both sides of the bus.	05:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located between the front cap or entry door and front window on both sides of the bus.	05:00.00 Sec.
Drill a hole for a rivet every 1” on center down the edge of joining metal panels located on the rear wall below the rear door and above the rear bumper.	05:00.00 Sec.
Place a rivet in each hole in the metal panels and fasten closed.	20:00.00 Sec.
After all rivets are installed; seal top of the rivet heads and prep for paint.	25:00.00 Sec.
After all rivets are prepped; color match rivets yellow, black, white or any other color depending on the color around the other rivets.	30:00.00 Sec.
Est. total for exterior:	02:00:00.00 Sec.

AQ14-002

FOREST RIVER

10-31-2014

REQUEST 8, 15

FR000719

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Quest Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2009 Starcraft Quest vehicles equipped with IMMI "SafeGuard seats. These vehicles have a seat cushion retention locking mechanism, which can be misaligned. If the mechanism is misaligned the seat will not meet the new seat cushion retention requirements specified in S5.1.5 of FMVSS No. 222. Effective October 21, 2009 S5.1.5 of FMVSS No. 222, Seat Cushion Retention.

WHAT WE WILL DO

Starcraft with IMMI "SafeGuard, or an Authorized Dealer will install a guide bracket, which will positively locate the locking mechanism relative to the designed latch position. The bracket eliminates the possibility of misalignment, thus ensuring that the vehicles will comply with the S5.1.5 of FMVSS No. 222.

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 15 min per seat. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

The enclosed owner reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.