

Judith Taylor  
Safety Defects Analyst  
Information Analysis Division  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

April 1, 2004

04V-161 ① or ②

Re: Starcraft Bus and Mobility Recall 040331  
NHTSA Recall: To be determined

Dear Ms Taylor

On March 31, 2004, Starcraft Bus and Mobility, a division of Forest River, Inc. decided that a defect, which relates to motor vehicle safety, a noncompliance with Federal Motor Vehicle Safety Standard No. 108 may exist on the following vehicles manufactured by Starcraft Bus and Mobility:

- Starcraft Allstar, built on the Ford E-Series chassis
- Starcraft Starlite, built on the Ford E-Series chassis

Starcraft Bus and Mobility is hereby furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

**Defect condition:**

If the wheelchair lift enable switch is turned on while the vehicle is in gear, the brake lights will not function.

**Vehicles Involved:**

Starcraft Allstar and Starlite buses built from February 9, 2004 to March 8, 2004, equipped with a wheelchair lift. Vehicles built during this time without a wheelchair lift are not affected by this recall.

Starcraft Bus and Mobility requests a recall number from your office for this recall so that it can be included on all relevant documentation.

**Vehicle models:**

Starcraft Allstar and Starlite buses equipped with a wheelchair lift.

The total number of vehicles involved in the recall is 91 vehicles.

**Remedy:**

Starcraft Bus and Mobility has determined a remedy for this condition and has published a Service Bulletin, which describes the repair procedure.

Should you have any further questions or concerns regarding this information, please feel free to contact me at 1-800-348-7440 extension 387.

Sincerely,



Bill Dettman  
Standards and Compliance  
Starcraft Bus and Mobility

**Safety Defect and Noncompliance Report Guide for Vehicles**  
**PART 573 Defect and Noncompliance Report<sup>1</sup>**

**On March 31, 2004, Starcraft Bus and Mobility decided that a defect which relates to motor vehicle safety, a noncompliance with Federal Motor Vehicle Safety Standard No. 108 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 Reports.**

**Date this report was prepared:** April 5, 2004

**Furnish the manufacturer's identification code for this recall (if applicable):** 040331

**1. Identify the full corporate name of the fabricating 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.**

Starcraft Bus and Mobility, Division of Forest River, Inc.  
2703 Collage Ave.  
Goshen, In. 46528

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

Bill Dettman

Standards and Compliance Administrator

**Telephone Number:** 1-(800) 348-7440 **Fax No.:** (574) 533-6850

**Name and Title of Person who prepared this report**

Bill Dettman

Standards and Compliance Administrator

**Signed:**



<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance 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.

**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 E-Series Model Years Involved: 2004 Model(s): Allstar and Starlite, Ford E-Series

Production Dates: Beginning: 02/2004 Ending: 03/2004

VIN Range: Beginning: N/A Ending: \_\_\_\_\_

Starcraft vehicles are not produced in sequential VIN order.

Vehicle Type: BUS Bodystyle: Cutaway

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

This recall includes only vehicles equipped with a wheelchair lift as supplied by Starcraft Bus and Mobility.

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 Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 100%

**II. Identify the Recall Population**

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

Number of Vehicles:

Model	Allstar and Starlite	Year	2004	Potentially Involved	91

Total Number Potentially Affected by the Recall: 91

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100% of all vehicles produced that have wheelchair lifts installed.

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:

Starcraft Bus and Mobility internally identified the problem during Quality Assurance Auditing of product. The circuit board manufacturer had made a change to their product, which created an incompatibility, which created a functional problem with the brake light circuit. Vehicle order numbers were researched and circuit board lots identified to isolate the population of vehicles to be recalled. Therefore, Starcraft Bus and Mobility has decided to voluntarily recall all vehicles that are subject to this potential defect to ensure compliance.

### 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.**

All vehicles of this model and type equipped with a wheelchair lift subject to this recall are subject to the following condition: If the wheelchair lift enable switch is turned on while the vehicle is in gear, the brake lights will not function.

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

The potential defect is due to a circuit board revision by the supplier of the main circuit board, which created an incompatibility. A diode is to be removed from the circuit board to correct the problem. Starcraft Bus and Mobility has published a Service Bulletin describing how to correct this condition.

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

If the Wheelchair lift enable switch is turned on after the vehicle has been placed in gear, the brake lights will not function.

**Identify any warning that 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.**

N/A

---

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

N/A

---

**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.

March 9, 2004. Starcraft Bus and Mobility Quality Assurance discovered the defect. The remedy was immediately determined and all vehicles on-site were corrected. Starcraft Bus and Mobility then decided to voluntarily recall affected vehicles. No reports of this condition have been reported by customers or dealers.

---

**V. Identify the Remedy**

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

Circuit boards that have had the remedy action taken do not have a diode at position D107.

---

**Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.**

Recalled vehicles will have a diode located at position D107 on the main circuit board. The Service Bulletin prepared by Starcraft Bus and Mobility shows the location of this diode.

**Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.**

The production remedy was the same as the recall remedy on all vehicles found on-site with the defect.

#### **VI. Identify the Recall Schedule**

**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.**

Notification to Dealers will begin immediately. Upon receipt of a Recall Number from NHTSA, the required documentation for this recall will be processed and implemented.

#### **VII. Furnish Recall Communications**

**9. 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 (202-366-7862) for review prior to mailing.**

**Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.**

# **STARCRAFT**

**BUS & MOBILITY VEHICLES**

2703 College Avenue

Goshen Indiana 46528

Phone: (574) 533-1105, ext. 367

FAX: (574) 532-4337

# **FAX**

To: Judith Taylor	From: Bill Dettman
FAX: 202-366-7882	Pages: 3 (including cover)
Phone: 202-366-9525	Date: April 13, 2004

Judy

Please find the attached revised copy of the Customer Notification Letter for Recall 04V-161.

If you have any questions, please feel free to contact me.

Thanks



Bill Dettman  
Starcraft Bus and Mobility

# **STARCRAFT**

**BUS & MOBILITY VEHICLES**

Division of Forest River, Inc.

## **"SAFETY RECALL NOTICE"**

**April 12, 2004**

**Starcraft Starlite and Starcraft Allstar, Ford E-Series chassis  
National Highway Traffic Safety Administration assigned Recall #: 04V-161  
Starcraft Bus and Mobility Recall Campaign #: 040331**

**Customer Name  
Customer Address  
Customer Address**

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

**Starcraft Bus and Mobility has decided that a defect, which relates to motor vehicle safety, exists in 2004 Model Year Starlite and Allstar vehicles built between 02/09/2004 and 03/09/2004 on Ford E-Series chassis.**

**What the safety concern is:**

**On vehicles equipped with a wheelchair lift only. If the wheelchair lift enable switch is turned on while the vehicle is in gear, the brake lights will not function. If the brake lights fail to come on, there will be no rear brake lights to indicate to following vehicles that the vehicle is decelerating, which could result in a crash.**

**What Starcraft Bus and Mobility will do:**

**Starcraft Bus and Mobility will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for repair of the main electrical circuit board.**

**Address or ownership change:**

**Please notify us of this change if you have changed address or sold the vehicle.**

**What we are requesting you do:**

When you bring your vehicle in, show the dealer this letter and the enclosed Work Completion Form.

Call your dealer immediately. Ask for a service date for Safety Recall # 040331.

**If you've already paid for this repair:**

If you paid to have this service done before the date of this letter, Starcraft Bus and Mobility is offering a full refund. Please contact our warranty claims center at 1-800-348-7440 ext. 312

**How long will repairs take?**

The time needed to make repairs to your vehicle is less than one hour. Due to scheduling issues, your dealer may need your vehicle for a longer period of time.

**If you have any questions:**

Starcraft Bus and Mobility customer service/warranty department will be happy to assist you with any questions.

Call: 1-800-348-7440 ext. 312

Office Hours: (Eastern Standard Time)

Monday-Friday: 8:00 a.m. – 5:00 p.m.

Complaints may be sent to the Administrator, National Highway Traffic Safety Administration at 400 Seventh Street S. W., Washington, D. C. 20590. NHTSA's Auto Safety Hotline toll-free number for complaints is 1-888-327-4236.

Thank you for your attention to this important matter, we regret any inconvenience this recall may have caused.

Sincerely,

Bill Dettman  
Standards and Compliance  
Starcraft Bus and Mobility