



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, SW  
Washington, DC 20590

BILL DETTMAN  
STARCRAFT BUS AND MOBILITY  
2703 COLLEGE AVE  
GOSHEN IN 46528

NVS-215  
05V-007

Subject: STARCRAFT BUS/EMERGENCY EXIT DOOR

Dear MR. DETTMAN:

This letter is to acknowledge your recent defect or noncompliance information report. Please review the following information to ensure that it conforms to your records.

**Makes/Models/Model Years:**

STARCRAFT/ALLSTAR/2001-2005  
STARCRAFT/STARLITE/2001-2005  
STARCRAFT/STARQUEST/2001-2005  
STARCRAFT/XLT/2001-2005

**NHTSA Campaign Number:** 05V-007

**Recall Date:** January 03, 2005

**Components:**

EQUIPMENT: OTHER: LABELS

**Summary:**

CERTAIN TRANSIT BUSES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 217, "BUS EMERGENCY EXITS AND WINDOW RETENTION AND RELEASE." THE REAR DOOR IS NOT LABELED CORRECTLY TO IDENTIFY THAT IT IS AN EMERGENCY EXIT AND INSTRUCTIONS FOR OPENING THE DOOR ARE NOT AFFIXED TO THE DOOR.

**Consequence:**

IF THE OPERATION OF THE EMERGENCY EXIT DOOR IS NOT UNDERSTOOD, AN OCCUPANT MAY NOT BE ABLE TO OPEN THE DOOR AND EXIT THE VEHICLE IN THE EVENT OF A CRASH.

**Remedy:**

DEALERS WILL INSPECT AND HAVE AN EMERGENCY EXIT SIGN ABOVE THE REAR DOOR. INSTRUCTIONS FOR OPENING THE DOOR WILL BE MOUNTED NEAR THE HANDLE OF THE DOOR. THE RECALL IS EXPECTED TO BEGIN DURING JANUARY 2005. OWNERS SHOULD CONTACT STARCRAFT AT 574-0533-1105.

**Notes:**

STARCRAFT RECALL NO. 050103. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

We will need an owner notification schedule along with a date of when the manufacturer became aware of the recall. Also provide the potential number of vehicles affected for this recall.

We have reviewed your proposed owner notification letter. It does not meet the requirements of Part 577 and we recommend the following suggestions:

- An opening statement is required: "This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act."
- The next paragraph needs to state: "Starcraft Bus and Mobility has decided that certain 2001-2005 Starcraft buses manufactured from September 1, 2001 through January 31, 2005, fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 217, "Bus Emergency Exits and Window Retention and Release."
- If a vehicle crash is not the potential occurrence, an evaluation must include a statement indicating the general type of injury to occupants of the vehicle, or to persons outside the vehicle, that can result from this problem, and a description of whatever prior warning could occur.

Please add the following statement to your letter:

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

Part 577.5(g)(1)(vii) requires a statement informing the owner that he or she may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236, if the owner believes that the manufacturer, distributor, or dealer has failed or is unable to remedy the defect or noncompliance with charge or the manufacturer has failed or is unable to remedy the defect or noncompliance with charge. We suggest the following statement:

- 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, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

You must provide a reimbursement plan (49 CFR Part 573.13) and include in your owner notification letter a statement advising owners that they may be entitled to reimbursement for pre-recall repairs. We suggest the following statement:

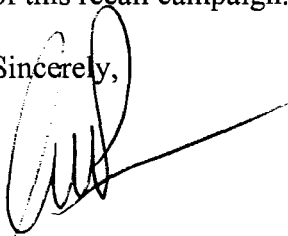
- If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Starcraft Bus at ....

Please let us know the date when the actual mailing (mm/dd/yyyy) takes place and, as usual, provide this office with final copies of *all* documents relating to the recall.

This recall was the subject of an investigation, OA-217-040929D, conducted by the Office of Vehicle Safety Compliance.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525, or by email at [patricia.wallace@nhtsa.dot.gov](mailto:patricia.wallace@nhtsa.dot.gov) or [delia.lopez@NHTSA.dot.gov](mailto:delia.lopez@NHTSA.dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,



George H. Person  
Chief, Recall Management Division