

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On January 3, 2005, Starcraft Bus and Mobility decided that a defect which relates to motor vehicle safety, a noncompliance with Federal Motor Vehicle Safety Standard No. 217 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: January 3, 2005

Furnish the manufacturer's identification code for this recall (if applicable): 050103

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 College 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) 533-4337

Name and Title of Person who prepared this report.

Bill Dettman

Standards and Compliance Administrator

Signed:

¹ 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, General Motors GMT-600, GMT-610, GMT-560 Cutaway, International 3200 **Model Years Involved:** 2001-2005 **Model(s):** StarQuest, XLT, Allstar and Starlite.

Production Dates: Beginning: 09/2001 **Ending:** 01/2005

VIN Range: Beginning: N/A **Ending:** _____

Starcraft Bus and Mobility 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 rear exit door 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. Approximately 40 to 60%

II. Identify the Recall Population

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

Number of Vehicles:

Model StarQuest, XLT, Allstar and Starlite Year 2001-2004

Potentially Involved At this time, Starcraft Bus and Mobility is evaluating the total number of vehicles involved in this recall.

Total Number Potentially Affected by the Recall: Still under evaluation by Starcraft Bus and Mobility.

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 a rear exit door.

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 was notified by NHTSA initially by mail of a non-conforming vehicle at the 2004 BusCon show in Chicago Illinois in November 2004.

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 rear exit door subject to this recall are subject to the following condition: The rear door is not labeled correctly to identify it as an Emergency Exit and instructions for opening the door are not affixed to the door.

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

Emergency Exit identification and instructional labeling was not installed.

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

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.

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.

Starcraft Bus and Mobility is not aware of any reports, incidents, accidents, fatalities or warranty claims as a result of this concern. Starcraft Bus and Mobility was notified by NHTSA initially by mail of a non-conforming vehicle at the 2004 BusCon show in Chicago Illinois in November 2004. After initially reviewing the Standard and determining what models were affected, the remedy was determined and actions were initiated to correct all vehicles on-site. Starcraft Bus and Mobility then decided to voluntarily recall affected vehicles

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.

In November 2004, the issue was brought to the attention of Starcraft Bus and Mobility. After initially reviewing the Standard and determining what models were affected, the remedy was determined and actions were initiated to correct all vehicles on-site. 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.

Vehicles with the nonconformance do not have the rear Emergency Exit door identified and operating instructions for the door are not present. Vehicles with the remedy have the addition of Emergency Exit signage per Starcraft Bus and Mobility Engineering direction.

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

Recalled vehicles will have an Emergency Exit sign above the rear door and instructions for opening the door mounted near the handle of the door.

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 (202-366-7882) 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) 533-4337

FAX

To: Amanda Prescott	From: Bill Dettman
FAX: 202-366-7882	Pages: 6 (including cover)
Phone: 202-366-5359	Date: January 10, 2005

Amanda:

Attached are drafts of communications between Starcraft Bus and Mobility and Dealers/customers.

Please note that vehicles produced before September of 2001 were produced by Starcraft Automotive Group, prior to Forest River ownership.

The recall schedule will be as follows:

- Notice sent to all end customers with a Recall Part Request Form.
- Owners send Recall Part Request Form back to Starcraft Bus and Mobility requesting parts.
- Parts are sent directly to the customer along with a Recall Work Completion Form.
- Owners are asked to set up an appointment to have their dealer install the recall service parts (Emergency Exit signage).
- Dealer will complete and mail back Recall Work Completion Form to Starcraft Bus and Mobility
- Starcraft Bus and Mobility will then process the recall claim.

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

Thank you,



Bill Dettman
Standards and Compliance
Starcraft Bus and Mobility

STARCRAFT
BUS & MOBILITY VEHICLES

NOTICE

Vehicle Safety Recall
Rear Exit Identification and Instructions
Starcraft Bus and Mobility Recall # 050103
NHTSA Recall #:

January 7, 2005

Dear Customer:

Starcraft Bus and Mobility has identified a potential safety defect, which your vehicle may have.

The concern is the following: All rear doors must be marked as an Emergency Exit with instructions for opening the rear door. Some vehicles as manufactured by Starcraft Bus and Mobility may not be equipped with Emergency Exit identification and/or instructions. This is pursuant to Federal Motor Vehicle safety Standard 217.

Please take the time to positively determine if your vehicle has the following:

- Rear Exit door (not rear luggage)
- Emergency Exit signage above the rear door
- Instructions for opening the rear exit door.

Please complete and mail back to Starcraft Bus and Mobility the Recall Parts Request Form enclosed with this letter. If your vehicle requires Emergency Exit identification and instructions, Starcraft Bus and Mobility will then mail to you the appropriate signage for your rear exit door, which your dealer will install for you at no cost. You will need to contact your dealer and set up an appointment to have this work done for you.

If you have any questions, please contact Starcraft Bus and Mobility Customer Service at: 1-800-348-7440.

We apologize for any inconvenience this recall service work may cause you.

Starcraft Bus and Mobility

RECALL PART REQUEST FORM

Recall # 050103
NHTSA Recall #

Vehicle Serial Number:

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This 17-digit number can be found (1) on your vehicle registration, (2) on the dash panel at driver side close to lower edge of windshield.

Bus Order Number (this can be found at the lower right hand corner of the Manufacturer's Label in the driver's door jamb. It is a four-digit number with a letter): _____

Customer Name: _____

Customer Address:

Street Address: _____

City: _____ State: _____ Zip Code: _____

Contact Name: _____ Title (if applicable): _____

Please check the appropriate boxes below and mail this card back to Starcraft Bus and Mobility.

- My Vehicle has NO Rear Exit Door (no further action required after returning this form to Starcraft Bus and Mobility)
- My vehicle has a Rear Exit Door
- My vehicle has NO Emergency Exit identification or instructions for the rear door
- My vehicle has a handle that must be pulled to open the rear door
- My vehicle has a handle that must be rotated to open the rear door.

Please mail this form back to Starcraft Bus and Mobility in the enclosed pre-paid envelope or to the following address if the envelope has been lost:

**Starcraft Bus and Mobility
Division of Forest River, Inc.
2703 College Avenue
Goshen Indiana, 46528**

*******RECALL NOTICE*******

Dealer Notice

NHTSA Recall #

Starcraft Recall # 050103

January 7, 2005

Dealer Name
Dealer Address
Dealer Address
City, State, Zip Code

Starcraft Bus and Mobility, a division of Forest River, Inc. has identified a defect, which relates to motor vehicle safety, a noncompliance with Federal Motor Vehicle Safety Standard No. 217 exists on some vehicles manufactured by Starcraft Bus and Mobility.

All vehicles of this model and type equipped with a rear exit door subject to this recall are subject to the following condition: The rear door is not labeled correctly to identify it as an Emergency Exit and instructions for opening the door are not affixed to the door. 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. This is pursuant to Federal Motor Vehicle Safety Standard 217.

Starcraft Bus and Mobility is not able to positively identify vehicles that were produced with a rear exit door. In order to ensure that all vehicles that are not in compliance are corrected, Starcraft Bus and Mobility will perform the following actions:

- Starcraft Bus and Mobility will contact all customers that have received a vehicle built from September 2001 to December 2004. This will be done by mail.
- In the initial mailing to the customer, a Recall Part Request Form will be provided. Customers with vehicles that have an exit door that requires compliant signage will be asked to send the part request form back to Starcraft Bus and Mobility.

- Upon receipt of the Recall Part Request Form, Starcraft Bus and Mobility will ship the compliant signage directly to the customer. Included with the signage will be a Recall Work Completion Form.
- The customer will be asked to make an appointment with his or her dealer to make an appointment to have the signage installed.
- The dealer will complete the Recall Work Completion Form upon completion of the signage installation and mail it back to Starcraft Bus and Mobility. The recall claim to the dealer will then be evaluated and paid.

As stated above, the customer will receive a Work Completion form that must be completed by the facility performing the recall service work. If for some reason this is lost or misplaced, please contact Starcraft Bus and Mobility at the phone numbers listed below.

Enclosed with this letter are copies of the information that was sent to each customer. Should you have any vehicles in your stock that require the recall signage, please make the appropriate amount of copies of the Recall Part Request Form, complete the form(s) and mail them back to Starcraft Bus and Mobility. Upon receipt of the form(s), the parts will be sent directly to you for installation along with the Recall Work Completion Form.

If you have any questions about this recall please call Starcraft Bus and Mobility Customer Service at 1-800-348-7440.

Sincerely,



Bill Dettman
Standards and Compliance