

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.