



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-7558

IMPORTANT SAFETY RECALL

Date: 7/28/15

Recall Number: **NHTSA: #15V-300**

Article Number:

Dear Starcraft Bus Dealer,

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

– Forest River motorized and towable products are contained within this section.

Forest River – Corporate Compliance has decided that a safety defect/noncompliance in certain Starcraft Quest and Prodigy models. Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety, continued satisfaction and our commitment to build great products are of the utmost importance to Forest River.

The identified Date range of production is: 2006 through 2015

DEFECT/NONCOMPLIANCE:

Starcraft Bus has been informed that Trans Air has determined certain GM cutaway chassis G3500-4500 with specific add-on compressor mount kit, (4012506-01 & 02, 4013126-01 & 02, 4013235-01 & 02, 4012909, 4013125, 4013222, and 717173) installed by Trans/Air personnel, an OEM cable from a power distribution terminal strip that had to be removed for installation of the mount kit, could be improperly re-connected during add-on compressor installation. An OEM (GM) cable routed across the top of the fan shroud must be disconnected to remove the shroud during installation of the compressor mount bracket. This cable may not have been properly re-connected on the terminal strip stud, located at the front of the engine compartment.

EVALUATION OF RISK:

This could cause a poor connection, or a loose connection, causing heat or arcing, and lead to a possible thermal event. Symptoms would be a possible smell of smoke, or heat from under the hood, or the terminal strip stud would be hot to the touch. There could also be no warning symptoms at all.

ACTION:

Starcraft Bus will work with Trans Air to remedy the vehicles involved. Cable-to-stud connection under the hood must be inspected. If the cable is angled (off vertical) over the edge of the raised "nib" on the terminal strip, loosen the self-locking nut and slightly rotate the cable to its proper vertical position, so the terminal lays flat, and tighten the nut securely. A special authorization code for inspecting the cable-to-stud connection is 15-001A. A flat rate of 10 minutes per vehicle is allotted.

The issue was immediately communicated (2/18/2015) to the installers and, an inspection was added to the final inspection sheet for all future product. All vehicles on installation properties were inspected from this date forward.



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Dealer Reference Codes:

<u>UNITED STATES & CANADA</u>	<u>REPAIRE CODE</u>	<u>DESCRIPTION</u>	<u>ALLOWABLE HOUR(S)</u>
United States/Canada	15-001A		0.10/hr

HELPFULL CONTACT INFORMATION:

Curtis Carlson	WARRANTY MANAGER	1-800-348-7440	starcraftwarranty@forestriverinc.com
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The Recall/Technical Service Bulletin shall be considered priority to remedy the Quest and Prodigy models in question. The retail consumer shall not be charged any amount of monies for repair/remedy to their Allstar, Starlite, Starquest, Senator II models that are covered under this Recall/Technical Service Bulletin.

If your dealership has already preformed the repair/remedy to Quest and Prodigy models your dealership is entitled to the reimbursement as stated above; if the repair/remedy had been performed on an out of warranty Quest and Prodigy models in which the VIN number falls under as stated in the opening paragraph where no warranty claim has/had been filed against the VIN number and the consumer paid for the repair/remedy personally. Please contact your Warranty Manager within Forest River to arrange the reimbursement. Proof of repair/remedy shall be required.

Federal regulation requires that any lessor receiving this Recall/Technical Service Bulletin must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.