



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

National Highway Traffic Safety Administration Recall Number: NHTSA: #15V-298

Forest River Campaign Recall Number:

OWNER ADDRESS
VIN NUMBER

This Notice Applies to Your Vehicle/Trailer VIN listed on the label above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River – Starcraft Bus has decided that a defect, which relates to the motor vehicle safety, exists in certain 2006 through 2015 model year Allstar, Starlite, Starquest, Senator II.

Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle/trailer recall remedy completed is extremely important to Forest River and the National Highway Traffic Safety Administration. By completing your recall notice with your dealer, you will have made the Nation's highways and campgrounds safer, one family at a time.

What is the defect?

Starcraft Bus has decided that a defect which relates to motor vehicles safety exists in certain 2006 through 2015 General Motors chassis Allstar, Starlite, Starquest, Senator II model vehicles equipped with Trans-Air Manufacturing add-on compressors. GM cutaway diesel 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 be properly re-connected on the terminal strip stud, located at the front of the engine compartment. This could cause a poor connection, or a loose connection, causing heat or arcing, and lead to a possible ignition source.

Evaluation of the risk to the vehicle/towable related to the recall.

This could cause a poor connection, or a loose connection, causing heat or arcing, and lead to a possible vehicle fire. 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.



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What is Forest River and our Dealerships going to do?

Forest River is notifying dealerships of the recall. You may have the recall remedied at any Forest River – Starcraft Bus dealership, however it is preferable if you have your selling dealership perform the remedy. Your cost for the remedy is completely covered by Forest River, you will not receive any bill of sale for anything covered under the above recall number.

What should you do?

Please call your dealer without delay and request a service appointment. Forest River wants you to have this safety recall completed on your vehicle/towable. The vehicle/towable owner is responsible for making arrangements to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle/towable and provide the recall number and Forest River Campaign Number for the dealership. You do not need the Owner's Letter to have your vehicle/towable remedied. It is however, helpful to the dealership to receive this copy when you take your vehicle/towable in for the recall remedy.

You may also visit: www.forestriverinc.com for dealer locations.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

How long will the remedy process take?

The estimated time of repair is approximately 10+ mins. However, the dealership may need to keep your unit for a period of time in order to fit into their normal service schedule. Please maintain contact with your dealer if you desire on the status of repairs.

What if you have previously paid for repairs to your vehicle/towable for this specific condition?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for service completed directly involved and described in this letter.

Please send the service invoice to the following address:

Starcraft Bus
Forest River, Inc.
Attn: WARRANTY MANAGER
2367 Century Drive
Goshen, IN 46528

What if you no longer own this vehicle?

If you no longer own this vehicle, and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require



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that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.

Can Forest River assist you further?

If you have difficulties getting your vehicle repaired promptly, please maintain contact with your dealership. If you still have concerns, please contact your Forest River Representative listed below:

Starcraft Bus	Warranty Manager	1-800-348-7440 ext. 380	starcraftwarranty@forestriverinc.com
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If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety
Hotline at 1-888-327-4236 or
(TTY: 1-800-424-9153)
Or visit www.safercar.gov and search
Recall ID: 15V-298

Sincerely,
Forest River, Inc.
Office of Corporate Compliance

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (819) 994-3240
Facsimile (819) 994-3372

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