

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

FOLLOW-UP NOTICE OF SAFETY DEFECT

NHTSA RECALL: 16V016
CANADA RECALL: N/A
FR ID# 05-0125

- o Integrity
- o Safety
- o Quality
- o Customer Service

Our records indicate your vehicle has **not** been remedied; for your Safety and the Safety of others, please have your vehicles' recall remedied as soon as possible.

<<VIN>>
<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

10/26/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2015 through 2016 model year Quest and Quest XL. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

Transpec, (SMI) stop arms (part numbers T6000, T6100 and T7000); SMI has determined that due to a process deficiency, the STOP decals on Transpec stop arms (part numbers T6000-, T6100-, T7000-) may not remain adhered to the plastic blade. Failure of the decal either in part or in total may cause the reflective surface to fail FMVSS 131 standards

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

Without a reflective decal, the stop arms would have reduced visibility to other drivers, increasing the risk of a crash.

WHAT IS FOREST RIVER AND TRANSPEC OUR DEALERSHIPS GOING TO DO?

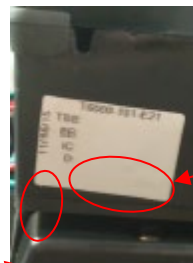
Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

How to confirm if your vehicle is subject to the recall:

Check the label on the bottom of the Transpec stop arm (circled below in red) for dates **May 1, 2015 through Oct 19, 2015**. Units built within this date range are subject to the campaign.



UNDERSIDE OF ARM



DATE

PART NUMBER

within the selected date range of **May 1, 2015 through Oct 19, 2015**, you will need to have the suspect replaced. We recommend that you schedule your bus at your local Starcraft Bus dealer or service center for the remedy of this recall. Your dealer will require the following info in order to schedule your bus accordingly:

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Company Name	Contact Name
Contact Phone	Contact E-mail Address
Mailing Address	Shipping Address (if different than mailing address)
Vehicle Manufacturer	VIN
Body Number	Front SA Part Number
Front SA Build Date	Rear SA Part Number (if applicable)
Rear SA Build Date (if applicable)	

WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arraignments to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

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

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .25 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Starcraft Bus
Forest River, Inc.
Attn: WARRANTY MANAGER
2367 Century Drive
Goshen, Indiana 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 that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

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.

WHAT IF I HAVE ALREADY HAD THIS RECALL PERFORMED?

Please provide a copy of the work order, or invoice showing the repair was performed. Please ensure the VIN is visible on the paperwork and send it to:

Email: occinfo@forestriverinc.com

Mail: Forest River Office of Corporate Compliance
423 N Main St Middlebury, IN 46540

MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

For US Owners Please Contact:

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: 16V016

Sincerely,
Cherie Schmucker
Forest River, Inc.
Office Manager
Office of Corporate Compliance