

# 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: 16V227  
CANADA RECALL: N/A  
FR ID#05-0174

- 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>>

<<DATE>>

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 2016 Model year Starcraft Bus Customer: 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?**

Freedman Seating has discovered a potential safety issue that may be present in their Family Seat, Family 3pta, and ICS Integrated Child Seats that were shipped between January 15, 2016 and January 29, 2016. Specifically, Freedman has learned that a shipment of fasteners (Hex head cap screw, 3/8” – 24 x 1, grade 8) received by Freedman on January 15, 2016 was defective, causing a reduction in their strength. The defective fasteners may have been installed on Family Seats, Family 3pta, and ICS Integrated Child Seats that were manufactured between January 15, 2016 and January 29, 2016.

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

The seat fasteners may separate from the base-frame increasing the risk of serious injury or death in the event of a crash.

### **WHAT IS FOREST RIVER AND 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.

### **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](http://www.forestriverinc.com) for dealer locations.

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .50 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.

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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 recall was performed. Please ensure the VIN is visible on the paperwork and send it to:

Email: [occinfo@forestriverinc.com](mailto: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
FOREST RIVER CUSTOMER SERVICE	(800) 348-7440
FREEDMAN SEATING CUSTOMER SERVICE	(773) 524-2440

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

### **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](http://www.safercar.gov) and search;  
Recall ID: 16V227

### **For Canadian Owners Please Contact:**

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

Telephone (800) 333-0510  
Facsimile (819) 420-4292

Recall ID: N/A

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