

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 19V555

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

<<DEALERNAME>>
 <<ADDRESS>>
 <<CITY>>, <<ST>> <<ZIP-XXX>>

08/26/2019

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 in this section-

CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5

Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law.

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2013-2019 StarTrans Candidate, StarTrans Senator II, StarTrans Senator II HD, Starcraft AllStar, Starcraft AllStar XL, and Starcraft Starlight Transit Buses. Forest River is recalling the defect 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 building great products are of the utmost importance to Forest River.

The identified VIN referenced in the attached document(s).

The designated Date range of production is 04/04/2011 through 06/19/2019.

DEFECT/NONCOMPLIANCE:

The handle that is used to open the hatch may break causing the hatch to not open

EVALUATION OF RISK:

According to the notice received from Safe Fleet, if the handle breaks, the hatch will not open making it difficult to escape from that exit point during an emergency which can result in injury or death.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing the roof hatch defective latch handle are attached

AVAILABILITY OF REMEDY:

The remedy for the replacement of the roof latch handle is included with this notification

DEALER REPAIR CODES: Dealer Central

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
19V555	N/A	10-19V555	Replace roof hatch handle	.25 per handle

OR

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
19V555	N/A	RC-034-01--003257	Replace roof hatch handle	.25 per handle

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HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
Customer Service	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2013-2019 StarTrans Candidate, StarTrans Senator II, StarTrans Senator II HD, Starcraft AllStar, Starcraft AllStar XL, and Starcraft Starlight Transit Buses in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2013-2019 StarTrans Candidate, StarTrans Senator II, StarTrans Senator II HD, Starcraft AllStar, Starcraft AllStar XL, and Starcraft Starlight Transit Buses listed under this Recall.

If your dealership has already performed the remedy to 2013-2019 StarTrans Candidate, StarTrans Senator II, StarTrans Senator II HD, Starcraft AllStar, Starcraft AllStar XL, and Starcraft Starlight Transit Buses, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s). If the remedy needs to be performed on an out of warranty 2013-2019 StarTrans Candidate, StarTrans Senator II, StarTrans Senator II HD, Starcraft AllStar, Starcraft AllStar XL, and Starcraft Starlight Transit Buses in which the VIN falls under as stated in the identified VIN listing, your dealership is entitled to the reimbursement as stated above by filing a claim using the indicated repair code(s).

Notice:

In no manner shall a Forest River Product Owner or Coachmen Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River and/or Coachmen dealership(s) are Federally Mandated to perform the recall once presented with this recall whether by the Owner or Dealership receipt of this letter, without denial of service to the Owner. Lastly, denial of a remedy for this recall is a Federal Violation punishable by law resulting substantial fines and/or civil penalties.

Federal Regulation requires that any lessor receiving this Recall 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.

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