

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 20V210  
CANADA RECALL: N/A  
FR ID: 51-1156

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

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

1/22/2021

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 2022 Starcraft Starquest School Bus - ST93079. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

### **PER FORD RECALL 20S13V2/20V175;**

On your vehicle, there may be insufficient clearance between a wiring harness bundle and the vehicle’s frame. Insufficient clearance could lead to a touch condition between the wiring harness bundle and the vehicle’s frame. Over time, this could damage the wiring harness bundle potentially resulting in an engine stall or limited anti-lock braking and roll stability control system functionality, increasing the risk of a crash

### **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD Per Ford Recall 20S13v2/20V175;**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall.

### **WHAT WILL FORD DO?**

Ford Motor Company has authorized your dealer to apply abrasion tape to protect the wire harness bundle free of charge (parts and labor).

### **WHAT SHOULD YOU DO?**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. Please call your dealer immediately and request a service date for Recall 20S13. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle. If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for arranging to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

### **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 within 10 working days after the day in which the notice is received. 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.**

### **MAY FORD ASSIST YOU FURTHER?**

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

CONTACT	PHONE
FORD CUSTOMER SERVICE	1-866-436-7332

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If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without charge, 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: 20V210

**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: NONE

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