

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V623
CANADA RECALL: N/A
FR ID: 05-1401

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

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

August 2021

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. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Forest River – Office of Corporate Compliance (“OCC”) has decided that a safety defect exists in certain 2017-2018 Starcraft Allstar XL 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 8/25/2017 through 8/20/2018

DEFECT/NONCOMPLIANCE:

As stated by the defect notice received by Cummins, Inc. per recall 20E018: Excessive electrical heating within the fuel heater may create sufficient heat inside the fuel heater to cause plastic in the fuel heater to melt and potentially catch fire. It may also cause an engine stall.

EVALUATION OF RISK:

As stated by the defect notice received by Cummins, Inc. per recall 20E018: A fire, if undetected and uncontained, presents an increased risk of personal injury. An unexpected engine stall may increase the risk of a crash.

SERVICE PROCEDURE:

Cummins is developing the remedy program. The remedy program is expected to address three distinct subsets of engines that comprise the total population identified. A recall-specific reimbursement plan will be provided in the Recall Portal for those units not covered by the manufacturer's limited warranty. What is Cumming Inc. contact information? Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at care.cummins.com

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUMMINS	(800) CUMMINS
STARCRAFT CUSTOMER SERVICE	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2017-2018 Starcraft Allstar XL Transit Buses in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2017-2018 Starcraft Allstar XL Transit Buses listed under this Recall.

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If your dealership has already performed the remedy to 2017-2018 Starcraft Allstar XL 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 2017-2018 Starcraft Allstar XL 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