

# IMPORTANT SAFETY RECALL



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

## INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

NHTSA RECALL: 21V786  
CANADA RECALL: 2021-622  
FR ID: 05-0171

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

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

November 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.*

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 noncompliance, which relates to the motor vehicle safety, exists in 2015 - 2016 Star Trans School Buses and fail to comply with the requirements of *Federal Motor Vehicle Safety Standard FMVSS/CMVSS 217*, “Bus emergency exits and window retention and release.”

The identified VIN(S) referenced in the attached document(s).  
The designated Date range of production is 05/16/2014 through 4/6/2016

#### **DEFECT/NONCOMPLIANCE:**

The rear emergency exit window labels are not within 16cm of the release mechanisms, and the instructions are incomplete as they only reference one single handle

#### **EVALUATION OF RISK:**

If the passenger follows the instructions on the label, a passenger would operate one release mechanism resulting in the second release mechanism to remain latched. Therefore, the window may not be able to pushed out in an emergency potentially causing personal injury.

#### **SERVICE PROCEDURE:**

Dealership Service Department Service procedures are not available at this time. A second letter will contain the details of when the parts are available.

#### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

**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

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