

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V787
CANADA RECALL: 2021-623
FR ID: 05-0169

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

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

July 2022

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 2012- 2016 Starcraft Transit 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 1/1/2012 through 4/6/2016

DEFECT/NONCOMPLIANCE:

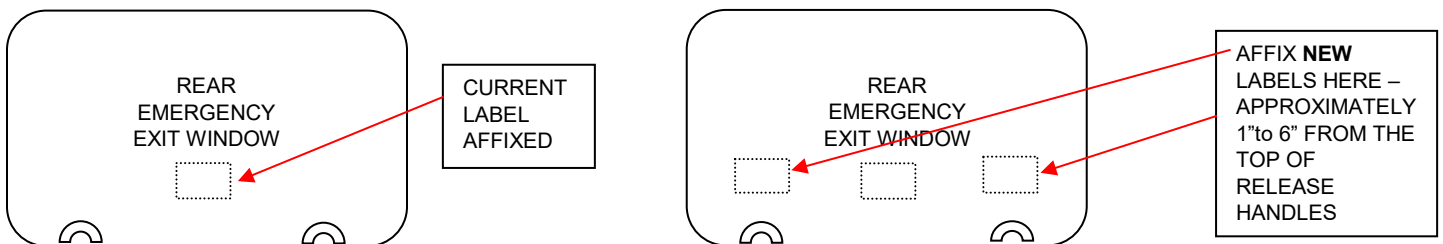
The rear emergency exit window labels are not within 16cm of the release mechanisms, and the instructions are incomplete as they only reference one single handle

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 included below. Please contact your representative below to order the stickers. 2 stickers will be needed for each window



Pictures are required for the remedy and/or inspection after installation. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

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DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
21V787	2021-623	RC-047-03-00-004158	INSTALL LABELS ON WINDOW	.20 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2012- 2016 Starcraft Transit Buses in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2012- 2016 Starcraft Transit Buses listed under this Recall.

If your dealership has already performed the remedy to 2012- 2016 Starcraft 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 2012- 2016 Starcraft 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,
Forest River Bus LLC
Office of Corporate Compliance