

# 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

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

August 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 2017-2018 Starcraft Allstar XL Transit Buses. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

## **WHAT IS THE 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 THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

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.

## **WHAT IS CUMMINS GOING TO DO?**

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 SHOULD YOU DO?**

Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at [care.cummins.com](http://care.cummins.com)

## **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

Please send the service invoice to the following address:

Starcraft Bus (5A)  
2367 Century Drive  
Goshen, IN 46528

## **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.**

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## MAY FOREST RIVER ASSIST YOU FURTHER?

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

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

If you are still having difficulty getting your vehicle 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: 21V623

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