

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 21V786
CANADA RECALL: 2021-622
FR ID# 05-0170

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

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

July 2022

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 noncompliance, which relates to the motor vehicle safety, exists in 2014 - 2016 Start 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.” This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

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

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.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

The estimated time of repair is .20 hours. Forest River has notified dealerships of this recall and have provided them with remedy instructions to install these stickers. You may have the recall corrected at any Forest River dealership or Service Center. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy.

IF YOUR WINDOW ALREADY HAS THE LABELS NEXT TO THE HANDLES THEN YOU ARE ALREADY COMPLIANT. YOU MAY DISREGARD THIS NOTICE AND LABELS

The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy. You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .8 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

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.

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Please send the service invoice to the following address:

Star Trans
Forest River, Inc.
Attn: WARRANTY MANAGER
2367 Century Ave
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 of receiving this notice. 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 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 change, 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 and search;
Recall ID: 21V786

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: 2021-622

Sincerely,
Forest River Bus LLC
Office of Corporate Compliance