

Part 573 Safety Recall Report

24V-502

Manufacturer Name : Forest River Bus, LLC

Submission Date : JUL 02, 2024

NHTSA Recall No. : 24V-502

Manufacturer Recall No. : 05-1807



Manufacturer Information :

Manufacturer Name : Forest River Bus, LLC

Address : 2367 Century Drive
Goshen IN 46528

Company phone : (800) 348-7440

Population :

Number of potentially involved : 100

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2025 Forest River Bus LLC Starcraft Allstar Transit Buses

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : The scope is currently being determined. Sub Models and Quantities will be added in an amendment once all vehicles are identified.

Production Dates : AUG 11, 2023 - JUN 28, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : In certain vehicles, the egress handles and labels were not easily accessible as required by FMVSS 217.

FMVSS 1 : 217 - Bus emergency exits and window retention and release

FMVSS 2 : NR

Description of the Safety Risk : If a vehicle rolls over onto the entry door or there is a fire that blocks access to the entry door, the vehicle may pose personal injury to a passenger and/or operator.

Description of the Cause : Engineering error.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Egress Window

Component Description : Egress Window

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On June 17, 2024, Forest River's Office of Corporate Compliance ("OCC") received an email from NHTSA on behalf of a state inspector, which indicated that a transit bus had egress handles and labels were not easily accessible as required by FMVSS 571.217.

On June 20, 2024, OCC opened a research item into the concern and met with the manufacturing plant.

On June 24, 2024, through June 28, 2024, the manufacturing plant and OCC continued to research the concern.

On July 2, 2024, during an emergency meeting, the Corporate Safety Committee voted to recall.

Description of Remedy :

Description of Remedy Program :	Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River dealer will need to perform the remedy to replace the existing egress window which has a bottom handle, to an egress window that has a side handle.
	What is the Forest River Customer Service Phone Number? (800) 348-7440
	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
How Remedy Component Differs from Recalled Component :	Affected Component – Egress Window with bottom handle The new egress window will have a side handle.
Identify How/When Recall Condition was Corrected in Production :	During the conclusion of the research, the manufacturing plant began ordering and installing side handle egress windows during the week of July 2, 2024.

Recall Schedule :

Description of Recall Schedule :	Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles (as needed) once a formal NHTSA I.D. is provided. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.
Planned Dealer Notification Date :	AUG 12, 2024 - AUG 12, 2024
Planned Owner Notification Date :	AUG 12, 2024 - AUG 12, 2024

* NR - Not Reported