

IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 24V136
CANADA RECALL: N/A
FR ID: 05-1741

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

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

March 2024

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–

Forest River has decided that a safety defect exists in certain 2024 Elkhart Coach, Glaval Universal, and Starcraft Allstar Transit Buses. Forest River is recalling the defective model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety continued satisfaction and our commitment to building great products are of the utmost importance to Forest River.

The identified VIN is referenced in the attached document(s).
The designated Date range of production is 02/06/2024 through 02/15/2024.

DEFECT/NONCOMPLIANCE:

The brake lines may not be attached to the driver’s side frame rail.

EVALUATION OF RISK:

If the brake lines touch the frame rail, the lines could develop a hole causing loss of brake pressure. This condition may lead to a crash.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect. Service Campaign# B000038

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
FOREST RIVER BUS CUSTOMER SERVICE	(800) 348-7440
LIPPERT CUSTOMER SERVICE	(574) 537-8900

The Recall shall be considered the utmost priority to remedy the 2024 Elkhart Coach, Glaval Universal, and Starcraft Allstar Transit Buses in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2024 Elkhart Coach, Glaval Universal, and Starcraft Allstar Transit Buses listed under this Recall.

If your dealership has already performed the remedy to 2024 Elkhart Coach, Glaval Universal, and Starcraft Allstar 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 2024 Elkhart Coach, Glaval Universal, and Starcraft Allstar 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.

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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