

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V429
FR ID: 05-1584

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

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

July 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–

This notice is sent to you in accordance with the requirements of the United States’ *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that a noncompliance, which relates to the motor vehicle safety, exists in certain 2013-2016 Starcraft Allstar MVP, 2016 and 2019 Allstar XL, 2016-2018 Allstar XL MVP, 2009-2010 and 2012-2018 Starcraft MFSAB/Prodigy, 2014-2016 Quest XL, 2013 and 2015-2018 Starcraft MPV/Prodigy, 2009-2010 Prodigy, 2009-2022 Quest, 2011 Quest XL school buses and fail to comply with the requirements of *Federal Motor Vehicle Safety Standard (FMVSS) number 222, "School Bus Passenger Seating and Crash Protection."*

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.

NONCOMPLIANCE:

The restraining barrier may not provide sufficient protection in a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 222, "School Bus Passenger Seating and Crash Protection."

EVALUATION OF RISK:

An insufficient restraining barrier can increase the risk of injury in a crash.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V429	RC-045-00-05-004329	PERFORM INSPECTION ONLY	.10 HRS
24V429	RC-045-00-09-004330	PERFORM INSPECTION AND REMEDY	.33 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2013-2016 Starcraft Allstar MVP, 2016 and 2019 Allstar XL, 2016-2018 Allstar XL MVP, 2009-2010 and 2012-2018 Starcraft MFSAB/Prodigy, 2014-2016 Quest XL, 2013 and 2015-2018 Starcraft MPV/Prodigy, 2009-2010 Prodigy, 2009-2022 Quest, 2011 Quest XL school bus in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2013-2016 Starcraft Allstar MVP, 2016 and 2019 Allstar XL, 2016-2018 Allstar XL MVP, 2009-2010 and 2012-2018 Starcraft MFSAB/Prodigy, 2014-2016 Quest XL, 2013 and 2015-2018 Starcraft MPV/Prodigy, 2009-2010 Prodigy, 2009-2022 Quest, 2011 Quest XL school bus listed under this Recall.

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If your dealership has already performed the remedy to 2013-2016 Starcraft Allstar MVP, 2016 and 2019 Allstar XL, 2016-2018 Allstar XL MVP, 2009-2010 and 2012-2018 Starcraft MFSAB/Prodigy, 2014-2016 Quest XL, 2013 and 2015-2018 Starcraft MPV/Prodigy, 2009-2010 Prodigy, 2009-2022 Quest, 2011 Quest XL school bus, 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 2013-2016 Starcraft Allstar MVP, 2016 and 2019 Allstar XL, 2016-2018 Allstar XL MVP, 2009-2010 and 2012-2018 Starcraft MFSAB/Prodigy, 2014-2016 Quest XL, 2013 and 2015-2018 Starcraft MPV/Prodigy, 2009-2010 Prodigy, 2009-2022 Quest, 2011 Quest XL school bus 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