

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V502
FR ID: 05-1807

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

<<DEALERNAME>>
<<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–

Forest River Bus, LLC is recalling certain 2023-2024 Starcraft Starlite transit buses. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 217, "Bus Emergency Exits and Window Retention and Release.

The designated Date range of production is 08/11/2023 through 06/21/2024.

DEFECT/NONCOMPLIANCE:

The emergency exit handles and labels are not easily accessible which can prevent or delay the exit of passengers in the event of an emergency.

EVALUATION OF RISK:

In the event of a crash or fire, passengers may not be able to exit the vehicle, increasing the risk of injury.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

DEALER REPAIR CODES: Dealer Connect

PRIOR AUTHORIZATION REQUIRED

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
24V502	RC-047-00-09-004332	PERFORM REMEDY	1.50 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(800) 348-7440

The Recall shall be considered the utmost priority to remedy the 2023-2024 Starcraft Starlite transit bus in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2023-2024 Starcraft Starlite transit bus listed under this Recall.

If your dealership has already performed the remedy to 2023-2024 Starcraft Starlite transit 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 2023-2024 Starcraft Starlite transit 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).

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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