

# IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V370  
FR ID: 05-1782

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

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

July 2024

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 United States' *National Traffic and Motor Vehicle Safety Act*. Forest River has decided that certain 2010-2020 Starcraft Prodigy, Quest, and 2013 Rondak School Buses fail to conform to *Federal Motor Vehicle Safety Standard (FMVSS)* number 221, "School Bus Body Joint Strength."

### **WHAT IS THE NONCOMPLIANCE?**

The exterior front roof panel was manufactured with inadequate joint strength.

### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

A school bus roof panel with inadequate joint strength may separate during a crash, increasing the risk of injury.

### **WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?**

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. 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 to secure the exterior front roof section of the bus with rivets and apply sealant after the rivets are installed. 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](http://www.forestriverinc.com) for dealer locations.

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is 1.25 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.

Please send the service invoice to the following address:

Forest River Bus LLC  
Attn: Warranty Manager  
2367 Century Drive  
Goshen, IN 46528

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## 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 after the day in which the notice is received. 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 charge, 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](http://www.safercar.gov) and search;  
Recall ID: 24V370

Sincerely,  
Forest River Bus LLC  
Office of Corporate Compliance