

IMPORTANT SAFETY RECALL



FOREST RIVER

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

NHTSA RECALL: 25V361
FOREST RIVER ID: 551-1931
SERVICE CAMPAIGN: B000075

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

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

June 2025

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 certain 2023-2027 Collins Bus School Buses fail to conform to Federal Motor Vehicle Safety Standard No. 217, “Bus Emergency Exits and Window Retention and Release.” Forest River Bus is recalling the defect model(s) to ensure the safety of our future retail consumers and your dealership. Forest River Bus 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 Bus.

The designated Date range of production is November 15, 2023, through May 15, 2025.

WHAT IS THE DEFECT?

The vandal lock installed on the rear school bus egress door may malfunction.

EVALUATION OF RISK:

If the rear egress door remains partially locked while in operation, this condition may not allow egress from the vehicle in an emergency, or access to passengers by emergency personnel, which may lead to personal injury. This condition is also a violation of F/CMVSS 217: Bus emergency exits and window retention and release.

SERVICE PROCEDURE:

Dealership Service Department procedures can be found on Dealer Connect.

WHAT IS THE PART NUMBER OF THE REMEDY KIT?

CB447228-R – PARTS ARE CURRENTLY AVAILABLE

DEALER REPAIR CODES: Dealer Connect

Prior Authorization Required

UNITED STATES	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
25V361	RC-034-00-09-004340	PERFORM REMEDY	.17 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(620) 888-3361

The Recall shall be considered the utmost priority to remedy the 2023-2027 Collins School Bus in question. **The retail consumer shall not be charged** any amount of monies for remedy to their 2023-2027 Collins School Bus listed under this Recall.

If your dealership has already performed the remedy to 2023-2027 Collins 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

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on an out of warranty 2023-2027 Collins 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 Bus Product Owner be charged any fee(s) for scheduling, conduction or completion of the recall. Additionally, all dealership(s) that are Forest River Bus 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