

CUSTOMER SATISFACTION CAMPAIGN



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

Customer Service Campaign: 05-1231

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

September 10, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2013 – 2014 StarCraft Bus Transit Bus Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

Per Ford, Campaign 20L02: Your vehicles' Owners Manual may contain information regarding a feature that is not present on your vehicle. Included with this notice is an Owner's Manual Addendum that needs to be put in the vehicles Owner's Manual.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review, follow the notice that accompanies this letter, and insert the addendum into the vehicles Owner's Manual.

Sincerely,

Forest River, Inc.

Engineer

Office of Corporate Compliance

Owner's Manual Addendum

September 2020

Special Field Action 20L02

Please insert this page in your Owner's Manual

This vehicle is not equipped with the Automatic Engine Idle Shutdown feature. On this vehicle, the engine and ignition will not automatically shut down if the engine has been idling for an extended period. This vehicle is operating as designed.