

Customer Notification



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

Customer Notification: 05-1276

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

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

1/8/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Ford Motor Company Recall involving certain 2021 Starcraft Transit Buses. 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?

As per Ford Motor Company recall 20V691 – The Transmission Oil Cooler Line may have been improperly installed, which may subsequently come in contact with the Air Conditioner Pulley. This may result in a leak, which may result in erratic shifting, missed gear shifting, vibration, shudder, and check engine light illumination. Leaking transmission fluid in this location could also come in contact with the engine exhaust, causing a risk of fire.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

A handwritten signature in black ink that reads "Keith Fisher". The signature is written in a cursive, flowing style.

Forest River, Inc.
Office of Corporate Compliance