

# Customer Notification



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

Customer Notification: 51-1381

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

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

August 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Daimler Trucks North America and Cummins Fuel Rail Equipment recall (FL886) involving certain 2017 – 2018 Starcraft Bus transit 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?**

Cummins states per NHTSA Recall 21E-032, "The fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray."

**OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus LLC.  
Office of Corporate Compliance

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**NHTSA Recall No. 21E032**  
**Cummins Campaign #C2423**  
**Final Notice**

July 29, 2022

Dear Cummins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain Cummins L9 and ISX12 engines manufactured between January 2, 2017 and October 16, 2020 and installed in buses, school buses, emergency vehicles, recreational vehicles and certain trailer-mounted generator sets.

This notice applies to your engines/vehicles listed on the enclosed table.

**WHAT IS THE PROBLEM?**

The fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray. A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire.

**WHAT ARE WE DOING ABOUT THE PROBLEM?**

Cummins has released field Safety Campaign #C2423 "L9/ISX12 Fuel Rail Safety Campaign for Selective North America On-Highway Applications" to correct this condition by inspecting the rail threads for damage and, if damage is found, replacing the rail and fuel lines. If no damage is found, new crush washers will be installed in the rail assembly using a special tool. This campaign is currently available at Cummins Distributors and authorized Warranty Dealers. The repair will be completed free of charge and most applications will require approximately 2.5 hours to complete.

**WHAT SHOULD YOU DO?**

Contact the nearest Cummins Distributor or authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date to complete this repair.

In the meantime, Cummins advises you to periodically check the fuel rails for signs of leaking

and seek repairs if leaks are identified. If a leak occurs, the operator may see or smell diesel fuel and, in some cases, the check engine lamp may illuminate.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.

If you previously paid to have this recall performed on your vehicle, you may be eligible for reimbursement. Please contact Cummins Care at the number below for more information.

### **WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?**

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized warranty dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at [care.cummins.com](http://care.cummins.com).

If you have a complaint relative to this recall, you may report it to the following:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have not registered your Cummins product, please complete the enclosed registration card or register your product at <https://prodreg.cummins.com/prodreg/#/webform/contactInfo>.

If you are no longer the owner of the engine or vehicle listed in the table below, please forward this notice to the new owner or provide the new owner's contact information to Cummins so that we can notify them of this recall.

Cummins is taking this action in the interest of safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator  
Cummins Inc.