

IMPORTANT SAFETY RECALL



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

INTERIM OWNER NOTIFICATION

A SECONDARY NOTICE WILL FOLLOW
WHEN THE REMEDY IS AVAILABLE

NHTSA RECALL: 20V209
CANADA RECALL: N/A
FR ID: 51-1154

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

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

<<DATE>>

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 *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2021 Starcraft Allstar Buses – ST93109. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

PER FORD RECALL 20S13V2:

In some of the affected vehicles, the wiring harness may contact the frame and cause chafing of the wiring harness due to insufficient protection of the wiring harness. The chafing condition could affect wiring associated with the fuel, trailer tow, and anti-lock braking systems.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD Per Ford Recall 20S13v2:

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the week of April 20, 2020 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

WHAT IS FORD AND FOREST RIVER GOING TO DO?

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

WHAT SHOULD YOU DO?

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall.

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/towable repaired in a reasonable amount of time or without change, you may write to the following address:

IMPORTANT SAFETY RECALL

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 and search;
Recall ID: <<NUMBER>>

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510
Facsimile (819) 420-4292

Recall ID: <<NUMBER>>

Sincerely,

Cherie Schmucker

Forest River, Inc.

Office Manager

Office of Corporate Compliance