



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 14, 2021

Mr. Mike Becker
Director of Corporate Compliance
Forest River, Inc.
2324 Century Drive
Goshen, IN 46528

NEF-107KL
21V-787

Subject: Emergency Exit Window Labels Incorrect/FMVSS 217

Dear Mr. Becker:

This letter serves to acknowledge Forest River, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

STARCRAFT BUS/TRANSIT BUS/2012-2016

Mfr's Report Date: October 8, 2021

NHTSA Campaign Number: 21V-787

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 7,593

Problem Description:

Forest River, Inc. (Forest River) is recalling certain 2014-2016 Starcraft transit buses. The rear emergency exit window labels are not in the correct location and only provide instructions for one release mechanism, instead of two release mechanisms. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 217, "Bus Emergency Exits and Window Retention and Release."

Consequence:

In an emergency, the incorrect window label instructions may prevent or delay the use of the emergency exit, increasing the risk of injury.

Remedy:

Dealers will install new labels on the rear emergency exit windows, free of charge. Owner notification letters are expected to be mailed November 17, 2021. Owners may contact Forest River Customer Service at 1-800-348-7440. Forest River's number for this recall is 05-0169.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Forest River, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement