

# 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: 21V787  
CANADA RECALL: 2021-623  
FR ID# 05-0169

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

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

November 2021

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 noncompliance, which relates to the motor vehicle safety, exists in 2012- 2016 Starcraft Transit Buses and fail to comply with the requirements of *Federal Motor Vehicle Safety Standard FMVSS/CMVSS 217*, “Bus emergency exits and window retention and release.” This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

### WHAT IS THE DEFECT/NONCOMPLIANCE?

The rear emergency exit window labels are not within 16cm of the release mechanisms, and the instructions are incomplete as they only reference one single handle

### EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

If the passenger follows the instructions on the label, a passenger would operate one release mechanism resulting in the second release mechanism to remain latched. Therefore, the window may not be able to pushed out in an emergency potentially causing personal injury.

### WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Vehicles will receive the correct emergency exit stickers for the egress windows. A second letter with the stickers will be mailed once the stickers are available.

### 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 of receiving this notice. 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 |

Sincerely,  
*Cherie Schmucker*  
Forest River, Inc.  
Office Manager  
Office of Corporate Compliance