

VEHICLE DEFECT OWNER NOTIFICATION LETTER

Dear Starcraft Bus Owner:

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

REASON FOR THIS RECALL

Starcraft has determined that a defect which relates to motor vehicles safety exists in certain 2011-2012 Starcraft vehicles equipped with SMI ProLo Roof Hatch Model Number 298 9245-G200. These vehicles have a roof hatch which may exceed the forty pound maximum force required under the FMVSS 217..

WHAT WE WILL DO

Starcraft Bus with Specialty Manufacturing Inc. or an Authorized Dealer will replace the existing nylon receiver with a new nylon receiver kit (009493 ProLo Repair Service Kit).

WHAT YOU SHOULD DO

Please contact your Starcraft dealer as soon as possible to arrange a service date and so the dealer may order the necessary parts for the repair. Instructions for making this correction have been sent to your dealer and the parts are available. The labor time necessary to perform this service correction is approximately 10 min per unit. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your vehicle.

Your Starcraft dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact the Starcraft customer service by calling 1-800-348-7440.

After contacting your dealer and the Starcraft customer service, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236). (Washington DC residents use 1-202-366-0123.

If you have sold or traded your vehicle, please let us know by contacting your dealer and/or Starcraft customer service at 1-800-348-7440.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.