



Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 ■ 574-389-4600 ■ Fax 574-296-7558

IMPORTANT SAFETY RECALL

Date: 09/02/2015

Recall Number: NHTSA: 15V445

Article Number: 05-06242015-0058

Dear Starcraft Bus Allstar, Starquest, Starlite and Ultrastar Dealer,

Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

– Forest River motorized and towable products are contained within this section.

Forest River – Corporate Compliance has decided that a safety defect/noncompliance in certain Starcraft Bus Allstar, Starquest, Starlite and Ultrastar models. Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our future retail consumers and your dealership. Forest River apologizes for any inconvenience this action may cause your dealership; however, safety, continued satisfaction and our commitment to build great products are of the utmost importance to Forest River.

The identified Date range of production is: 01/01/2002 through 09/30/2007

DEFECT/NONCOMPLIANCE:

Title 49 C.F.R. Part 567.5(d)(2) requires a final stage manufacturer to affix a certification label which includes the GVWR, which shall not be less than the sum of the unloaded vehicle weight, rated cargo load, and 150 pounds times the number of the vehicle's designated seating positions. Certain Allstar, Starquest, Starlite and Ultrastar units built from 2002 through 2007 were found to state cargo capacities that could possibly cause the units to exceed the GVWR when a full complement of fuel and stated capacity were included.

EVALUATION OF RISK:

Buses could possibly weigh in excess of the gross vehicle weight rating when fully loaded, increasing the risk of a crash.

ACTION:

The National Highway Traffic Safety Administration (NHTSA) brought to the attention of Forest River's counsel a settlement agreement regarding the above identified vehicles. NHTSA and Forest River agreed, as part of a Consent Order, that Forest River would file a Part 573 report to include in this recall vehicles covered by the class action settlement. Some Allstar, Starquest, Starlite and Ultrastar units included in the recall population with an original certified GVWR possibly will be recertified to a higher GVWR. Starcraft Bus has provided users with a new Part 567.5(d)(2) certification label for each vehicle that requires the recertified GVWR. Owners should have their dealership apply the certification label.

All other units included in the recall population will have seat(s) removed to ensure that the vehicle does not exceed its GVWR when filled with fuel and loaded to stated capacity. Starcraft Bus will reimburse the



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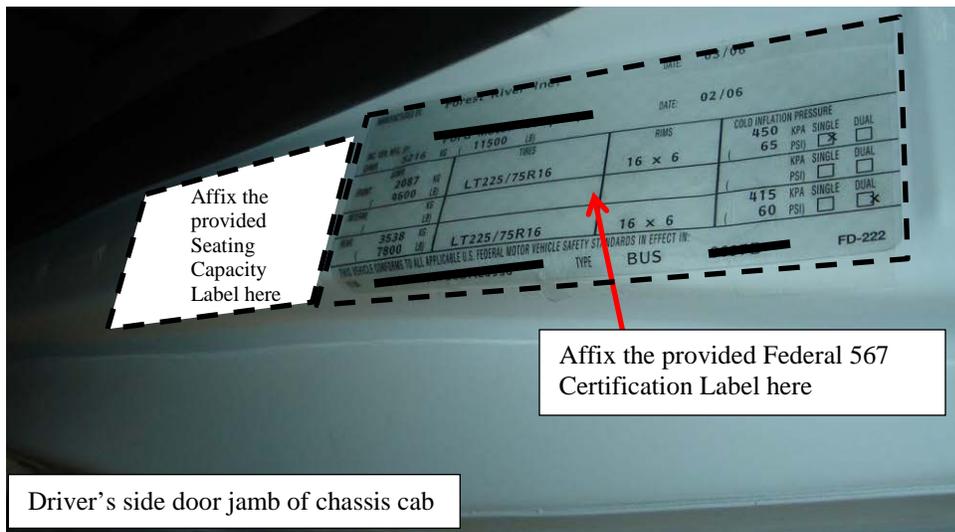
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end-user \$1500 per seat removed. These bus owners will also receive a new Part 567.5(d)(2) label and the updated seating capacity label to be installed on the bus.

In order to correct this issue moving forward, Starcraft Bus has changed the process of weight verification to ensure that no units are shipped that could exceed the stated GVWR when filled with a full complement of fuel and loaded to stated capacity. All unit weights are determined on certified scales within a Starcraft Bus facility and are captured electronically. The certification labels then print automatically once the unit is weighed. Any units that could exceed the stated GVWR are not shipped without modification.

SERVICE PROCEDURE:

Owners of recalled vehicles **have already been notified** and recommended to contact their nearest Starcraft Bus dealer to remedy this recall. The seat(s) located in the rear-most sector of the bus are the recommended seat(s) to be removed. If you have any questions concerning which seat(s) to remove you may contact Starcraft Bus at (800) 348-7440. Verify that the new certification label has been placed onto the unit. The certification label and placement is depicted below:



HELPFUL CONTACT INFORMATION:

Curtis Carlson	WARRANTY MANAGER	800-348-7440 ext. 380	ccarlson@forestriverinc.com
Donall Hasty	COMPLIANCE MANAGER	800-348-7440 ext. 168	dhasty@forestriverinc.com

The Recall shall be considered priority to remedy the Starcraft Bus Allstar, Starquest, Starlite and Ultrastar models in question. The retail consumer shall not be charged any amount of monies for remedy to their Starcraft Bus Allstar, Starquest, Starlite and Ultrastar models that are covered under this Recall.

If your dealership has already preformed the repair/remedy to Starcraft Bus Allstar, Starquest, Starlite and Ultrastar models your dealership is entitled to the reimbursement as stated above; if the remedy had been performed on an out of warranty Starcraft Bus Allstar, Starquest, Starlite and Ultrastar models in which the VIN number falls under as stated in the opening paragraph where no warranty claim has/had



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been filed against the VIN number and the consumer paid for the remedy personally. Please contact your Warranty Manager within Forest River to arrange the reimbursement. Proof of remedy shall be required.

Federal regulation requires that any lessor receiving this Recall must forward a copy of this notice to the lessee within ten days. If your dealership no longer owns this vehicle, please inform the Warranty Manager of the product listed above of the change of ownership.