



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: 09/04/15

National Highway Traffic Safety Administration Recall Number: 15V445

Article Number: 05-06242015-0058

PLACE OWNER LABEL HERE
MUST INCLUDE VIN NUMBER

This Notice Applies to Your Vehicle VIN listed on the label above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River – Starcraft Bus has decided that certain 2002 through 2007 model year Allstar, Starquest, Starlite and Ultrastar models fail to comply with the requirements of 49 CFR Part 567, "Certification." The affected vehicles, when loaded with passengers and fuel, may exceed the gross vehicle weight rating (GVWR).

You should have already received your notice and materials for this recall. Starcraft Bus encourages you to follow the directions contained within the notification. If you have not received your notice of the Class Action Settlement, please call the Starcraft Bus recall administrator – Donall Hasty (855) 865-0309 or (800)348-7440 to receive the information pertaining to your vehicle. Please have your vehicle identification number (VIN) ready in order to proceed with the request for materials.

Forest River is recalling the defect/noncompliant model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle recall remedy completed is extremely important to Forest River and the National Highway Traffic Safety Administration. By completing your recall notice with your dealer, you will have made the Nation's highways and campgrounds safer, one family at a time.

What is the defect?

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 the risk to the vehicle related to the recall.

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

What is Forest River and our Dealerships going to do?

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. 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



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stated capacity. Starcraft Bus will reimburse the end-user \$1,500.00 per seat removed. These bus owners that a seat removal is required will also receive a new Part 567.5(d)(2) label and the updated seating capacity label to be installed on the bus.

Forest River is notifying dealerships of the recall. You may have the recall remedied at any Forest River dealership; however it is preferable if you have your selling dealership perform the remedy. Your cost for the remedy is completely covered by Forest River. You will not receive any bill of sale for anything covered under the above recall number.

What should you do?

Please call your dealer without delay and request a service appointment. Forest River wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Please mention you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number and Forest River Campaign Number for the dealership. You do not need the Owner's Letter to have your vehicle remedied. It is however, helpful to the dealership to receive this copy when you take your vehicle in for the recall remedy.

You may also visit: www.starcraftbus.com for dealer locations.

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.

How long will the remedy process take?

The estimated time of repair is .10 to 1 hour(s). However, the dealership may need to keep your unit for a period of time in order to fit into their normal service schedule. Please maintain contact with your dealer if you desire on the status of repairs.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for service completed directly involved and described in this letter.

Please send the service invoice to the following address:

Starcraft Bus
Forest River, Inc.
Attn: Curtis Carlson
2367 Century Drive
Goshen, IN 46528

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. You have received this letter because government regulations require that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.



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Can Forest River assist you further?

If you have difficulties getting your vehicle repaired promptly, please maintain contact with your dealership. If you still have concerns, please contact your Forest River Representative listed below:

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

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:

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: 15V445

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

Telephone (819) 994-3240
Facsimile (819) 994-3372

Recall ID: 15V445

Sincerely,
Forest River, Inc.
Office of Corporate Compliance