

# Part 573 Safety Recall Report

# 21V-787

**Manufacturer Name :** Forest River, Inc.

**Submission Date :** OCT 08, 2021

**NHTSA Recall No. :** 21V-787

**Manufacturer Recall No. :** 05-0169



## Manufacturer Information :

**Manufacturer Name :** Forest River, Inc.

**Address :** 55470 CR 1

P.O. Box 3030 Elkhart IN 46515-3030

**Company phone :** 1-800-348-7440

## Population :

**Number of potentially involved :** 7,593

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2012-2016 Forest River Inc. Starcraft Transit Buses

**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Using manufacturing records from recall 16V216, Forest River was able to identify the scope of vehicles affected  
See Attached Spreadsheet

**Production Dates :** JAN 01, 2012 - APR 06, 2016

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the 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

**FMVSS 1 :** 217 - Bus emergency exits and window retention and release

**FMVSS 2 :** NR

**Description of the Safety Risk :** 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.

**Description of the Cause :** The emergency window manufacturer Lippert Components Inc. (LCI) did not place the labels identifying the instructions for the release mechanism in the proper placement after the manufacturer initiated an internal process change.

**Identification of Any Warning that can Occur :** None

**Involved Components :**

Component Name 1 : Window Sticker

Component Description : Window Sticker

Component Part Number : N/A

**Supplier Identification :****Component Manufacturer**

Name : Lippert Components Inc

Address : 1902 W Sample St  
South Bend Indiana 46619

Country : United States

**Chronology :**

On April 5, 2016, Starcraft Bus noted the non-compliance described above during an internal audit of its product. The same day, Starcraft Bus notified the window manufacturer Lippert Components Inc. (LCI), who began a corrective action on current inventory. Starcraft Bus also remedied all product in current inventory and in-process inventory.

Also on April 5, 2016, Starcraft Bus notified Forest River Office of Corporate Compliance of the non-compliance. Forest River's Corporate Committee met on April 7, 2016 and determined that a recall was appropriate.

On May 31, 2016, Forest River Inc. petitioned NHTSA for a decision on that the subject noncompliance is inconsequential as it relates to motor safety.

On October 5, 2021, Forest River received a denial of the petition regarding recall 16V216 via email to Forest River Inc. Office of Corporate Compliance Engineer Keith Fisher.

On October 6, 2021, Forest River began reviewing the data as requested by NHTSA to file a new 573 by Friday October 8, 2021

## Description of Remedy :

Description of Remedy Program : Forest River will provide all parts and labor free of charge to Consumers and Dealers. An authorized Forest River dealer or authorized service center will need to perform the remedy by adding the provided sticker(s) to the emergency exit window(s).

What is the Forest River Customer Service Phone Number? (800)  
348-7440

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.  
Please send the service invoice to the following address:

Starcraft  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2367 Century Ave  
Goshen, IN 46528

How Remedy Component Differs from Recalled Component : The remedied component will have two labels, each within 16cm (6.29") of the release mechanism. The recalled component will only have one label in the lower center of the window.

Identify How/When Recall Condition was Corrected in Production : On April 5, 2016, Starcraft Bus noted the non-compliance described above during an internal audit of its product. The same day, Starcraft Bus notified the window manufacturer Lippert Components Inc. (LCI), who began a corrective action on current inventory. Starcraft Bus also remedied all product in current inventory and in-process inventory. Starcraft also audited all window's that were received to ensure the correct sticker was placed on the windows prior to install.

## Recall Schedule :

Description of Recall Schedule : Forest River has the utmost urgency in our recalls. Forest River will send suspected VIN numbers to our third party vendor that is licensed to pull data on the current owner of the vehicles (as needed) once a formal NHTSA I.D. is provided. Forest River intends on pushing the mailing out as soon as NHTSA provides any correction(s) and an Acknowledgement Letter.

Planned Dealer Notification Date : NOV 17, 2021 - NOV 17, 2021

Planned Owner Notification Date : NOV 17, 2021 - NOV 17, 2021

\* NR - Not Reported