



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.


Header 9

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1370316


Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000172406 

Legal Name: BUS SERVICE INC

Alias/DBA:

Total Bid: \$116,611.00

Response Date: 02/26/2024 

Response Time: 14:29

Responded By User ID: BSI 

First Name: Adam

Last Name: Prestifilippo

Email: adam@buyabus.net

Phone: 614-471-2877

SO Doc Code: CRFQ

SO Dept: 0618

SO Doc ID: BVH2400000001

Published Date: 2/20/24

Close Date: 2/27/24

Close Time: 13:30

Status: Closed

Solicitation Description: One-Time Purchase of Handicap Accessible Bus

Total of Header Attachments: 9

Total of All Attachments: 9



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Handicap Accessible Bus	1.00000	LS	116611.000000	116611.00

Comm Code	Manufacturer	Specification	Model #
25101500			

**Commodity Line Comments:**

**Extended Description:**

Handicap Accessible Bus

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Adam Prestifilippo / National Sales Manager

(Address) 3153 Lamb Ave, Columbus, OH 43219

(Phone Number) / (Fax Number) (614) 471-2877 / (614) 471-8801

(email address) adam@buyabus.net

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.*

Bus Service Incorporated

(Company)

(Signature of Authorized Representative)

Adam Prestifilippo / National Sales Manager / 2/21/2024

(Printed Name and Title of Authorized Representative) (Date)

(614) 471-2877 / (614) 471-8801

(Phone Number) (Fax Number)

adam@buyabus.net

(Email Address)

REQUEST FOR QUOTATION \_ CRFQ BVH24\*01  
[Handicap Accessible Bus]

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- 12.1 No Substitutions:** Vendor shall supply only Vehicles as submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 12.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 12.3 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

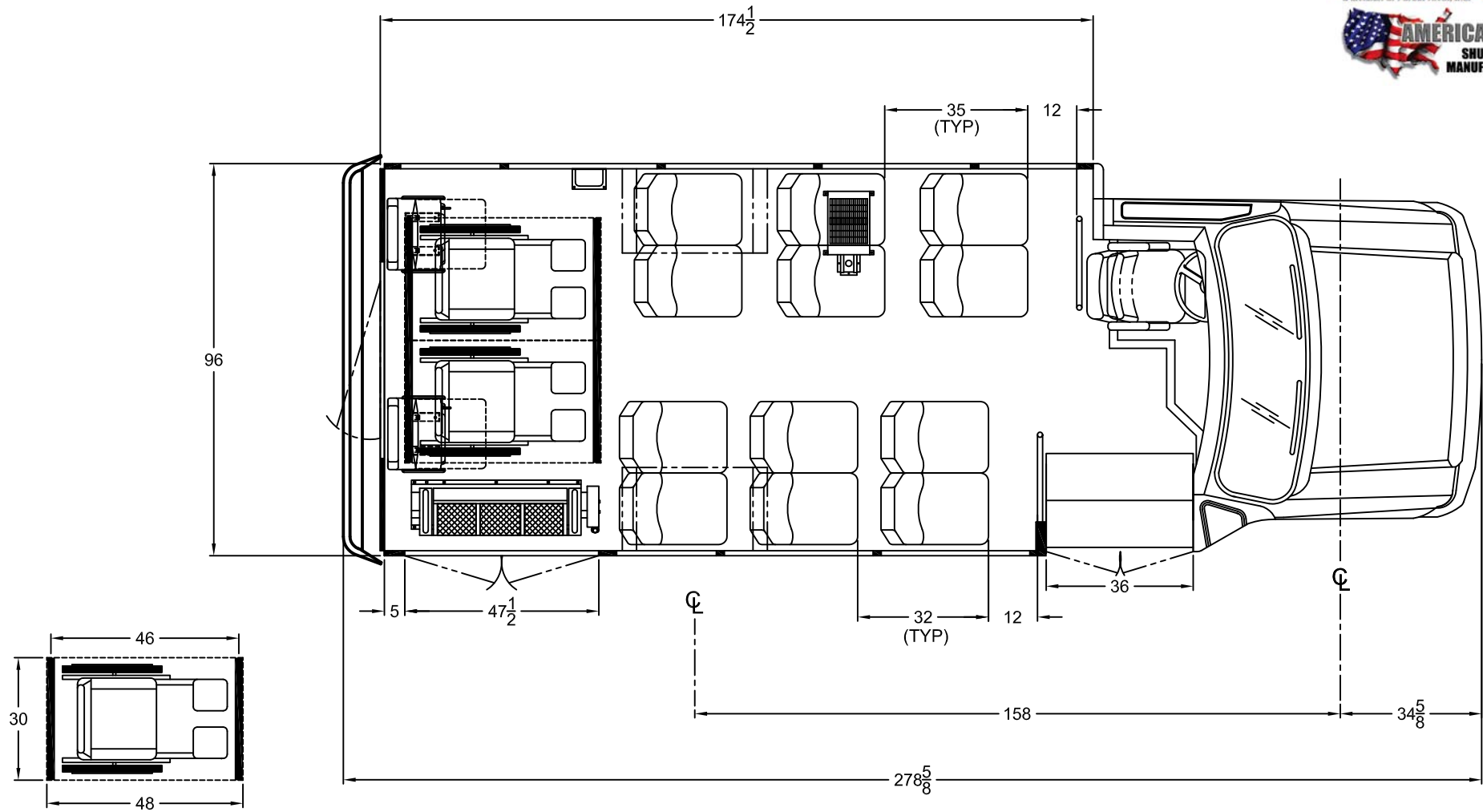
Contract Manager: Adam Prestifilippo

Telephone Number: (614) 471-2877

Fax Number: (614) 471-8801

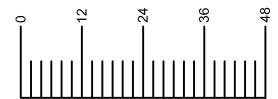
Email Address: adam@buyabus.net

All-Inclusive Price: \$116,611.00



NOTE: SHOWN WITH MID HI FREEDMAN SEATS  
ALLSTAR E-350 12,500 GVWR  
THIS FLOOR PLAN IS FOR ILLUSTRATION PURPOSES ONLY.  
A WEIGHT ANALYSIS HAS NOT YET BEEN PERFORMED.  
FINAL APPROVAL WITH A WEIGHT ANALYSIS IS REQUIRED UPON RECEIPT OF A  
COMPLETED ORDER WITH ALL OPTIONS SHOWN.  
OPTIONAL EQUIPMENT MAY BE SHOWN.  
THE SALES ORDER PLACED DICTATES ACTUAL OPTION CONTENT.

SCALE  
IN INCHES



THIS DRAWING AND THE INFORMATION THEREON ARE THE EXCLUSIVE PROPERTY OF STARTRANS BUS, A DIVISION OF FOREST RIVER. IT SHALL NOT BE COPIED OR DUPLICATED IN ANY MANNER, NOR SHALL IT BE SUBMITTED TO OUTSIDE PARTIES FOR EXAMINATION WITHOUT OUR WRITTEN CONSENT. IT IS LOANED FOR USE WITH REFERENCE TO WORK UNDER CONTRACT WITH, OR PROPOSALS SUBMITTED TO STARTRANS BUS, A DIVISION OF FOREST RIVER.

REV. LET.	DESCRIPTION OF CHANGE	BY	CHK	DATE	ECN No.
		TAS		01/23/15	

TOLERANCE UNLESS OTHERWISE SPECIFIED	
WOOD	OTHER
± 1/8"	± 1/16"
± 1°	± 1/2°

<b>STARCRAFT BUS</b> a division of Forest River, Inc.			
DATE: 01/23/15	TITLE: 12 2 WC 158" WB 163 BDY 22' ALLSTAR		
NAME: TAS			
DWG. No. 12 2 WC 2 SGL FLIPS 158 163-8 USA			

**STURAA TEST**

**7 YEAR**

**200,000 MILE BUS**

**from**

**STARCRAFT BUS,  
A DIVISION of FOREST RIVER INC.**

**MODEL ALLSTAR -25**

**FEBRUARY 2006**

**PTI-BT-R0518**

PENNS<sup>TATE</sup>



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**The Pennsylvania Transportation Institute**

201 Research Office Building (814) 865-1891  
The Pennsylvania State University  
University Park, PA 16802

**Bus Testing and Research Center**

2237 Old Route 220 N. (814) 695-3404  
Duncansville, PA 16635



## EXECUTIVE SUMMARY

Starcraft Bus, a Division of Forest River Inc. submitted a model Allstar-25, gasoline-powered 17 seat (including the driver) 25-foot bus, for a 7 yr/200,000 mile STURAA test. The odometer reading at the time of delivery was 529.0 miles. Testing started on December 6, 2005 and was completed on February 14, 2006. The Check-In section of the report provides a description of the bus and specifies its major components.

The primary part of the test program is the Structural Durability Test, which also provides the information for the Maintainability and Reliability results. The Structural Durability Test was started on December 14, 2005 and was completed on February 1, 2006.

The interior of the bus is configured with seating for 17 passengers including the driver + 1 wheelchair position. Free floor space will accommodate 10 standing passengers resulting in a potential capacity of 27 persons + 1 wheelchair position. At 150 lbs per person 600 lbs per wheelchair position, this load results in a measured gross vehicle weight of 13,950 lbs. The first segment of the Structural Durability Test was performed with the bus loaded to a GVW of 13,950 lbs. The middle segment was performed at a seated load weight of 12,500 lbs and the final segment was performed at a curb weight of 9,510 lbs. Durability driving resulted in no unscheduled maintenance and failures.

Accessibility, in general, was adequate, components covered in Section 1.3 (Repair and/or Replacement of Selected Subsystems) along with all other components encountered during testing, were found to be readily accessible and no restrictions were noted.

The Reliability section compiles failures that occurred during Structural Durability Testing. Breakdowns are classified according to subsystems. The data in this section are arranged so that those subsystems with more frequent problems are apparent. The problems are also listed by class as defined in Section 2. The test bus encountered no failures during the Structural Durability Test.

The Safety Test, (a double-lane change, obstacle avoidance test) was safely performed in both right-hand and left-hand directions up to a maximum test speed of 45 mph. The performance of the bus is illustrated by a speed vs. time plot. Acceleration and gradeability test data are provided in Section 4, Performance. The average time to obtain 50 mph was 13.75 seconds.

The Shakedown Test produced a maximum final loaded deflection of 0.224 inches with a permanent set ranging between -0.003 to 0.005 inches under a distributed static load of 10,725 lbs. The Distortion Test was completed with all subsystems, doors and escape mechanisms operating properly. Water leakage observed during the test at the top of the rear door between the door and the door frame.



FOREST RIVER BUS

2367 CENTURY DRIVE · GOSHEN, INDIANA 46528 · 1.800.348.7440

**FMVSS/CMVSS Compliance Summary 2023**

**Starcraft Bus, StarTrans Bus, Glaval Bus, Eldorado Bus, Champion Bus - Commercial Product Only**

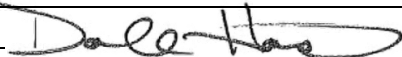
This vehicle conforms to all applicable U.S Federal Motor Vehicle Safety Standards and Canadian Motor Vehicle Safety Standards in effect on the date of manufacture		
C/FMVSS No.	Standard Description	Compliance Action
101	Control Location, Identification and Illumination	Forest River Bus does not alter the OEM controls or displays. Any aftermarket seats and/or controls or displays subject to the standard meet this standard. Test data on file.
102	Transmission Shift Lever Sequence, Starter Interlock & Transmission Braking Effect	Compliance is deferred to the chassis manufacturer.
103	Windshield Defrosting & Defogging Systems	Compliance is deferred to the chassis manufacturer.
104	Windshield Wiping & Washing Systems	Compliance is deferred to the chassis manufacturer.
105	Hydraulic Brake Systems	Test data kept on file for vehicles that have had the frame stretched, or have had other system modifications. For Non-stretched vehicles compliance is deferred to the chassis manufacturer.
106	Brake Hoses	Vehicles with stretched frames have additional lines installed by chassis modifiers using OEM components. Other vehicles that have had system modifications use OEM or OEM-approved components and are tested for compliance. For Non-stretched vehicles compliance is deferred to the chassis manufacturer.
108	Lamps, Reflective Devices & Associated Equipment	Forest River Bus does not alter OEM lighting. Additional lighting to include brake, turn, clearance and reverse lamps meet standard. Data on file.
108.1	Alternative Requirements for Headlamps	Forest River Bus does not alter OEM lighting. Compliance is deferred to the chassis manufacturer.
110	Tire Selection and Rim for Motor Vehicles with a GVWR of 4,536kg (10,000 lbs.) or Less	Forest River Bus does not manufacture vehicles with a GVWR of 4,536kg (10,000 lbs.) or Less.
111	Rear View Mirrors	All aftermarket mirrors installed by Forest River Bus meet this standard and DOT regulations. Data on file.
112	Headlamp Concealment Devices	Forest River Bus does not manufacture vehicles with headlamp concealment devices.
113	Hood latch systems	Compliance is deferred to the chassis manufacturer.
114	Theft Protection	Compliance is deferred to the chassis manufacturer.
115	Vehicle Identification Number	Compliance is deferred to the chassis manufacturer.
116	Hydraulic Brake Fluids	Forest River Bus does not alter brake systems. Vehicles with stretched frames have additional fluid added by chassis modifiers using OEM instruction and materials. All other system modifications utilize only OEM- approved fluid. For Non-stretched vehicles compliance is deferred to the chassis manufacturer.
118	Power Operated Window, Partition, and Roof Panel Systems	Compliance is deferred to the chassis manufacturer.
120	Tire Selection and Rim for Motor Vehicles with a GVWR of 4,536kg (10,000 lbs.) or More	Compliance is deferred to the chassis manufacturer.
121	Air Brake Systems	Vehicles with stretched frames have additional lines installed by chassis modifiers using OEM components. Other vehicles that have had system modifications use OEM or OEM-approved components and are tested for compliance. For Non-stretched vehicles compliance is deferred to the chassis manufacturer.
124	Accelerator Control Systems	Forest River Bus does not alter the OEM accelerator system, with the exception of the addition of aftermarket fast idle systems on some vehicles. These systems meet this standard when installed in accordance with instructions.
125	Warning Devices	All vehicles manufactured by Forest River Bus that are equipped with aftermarket (3) triangle kit meet this standard.
131	School Bus Pedestrian Safety Devices	All vehicles manufactured by Forest River Bus are not completed to be used as school buses.
135	Light Vehicle Brake System with a GVWR of 3,500kg (7,716lbs.) or Less	Forest River Bus does not manufacture vehicles with a GVWR of 3,500kg (7,716 lbs.) or Less.
201	Occupant Protection in Interior Impact	All vehicles applicable to the standard (under 10,000 lbs.) do not have alterations made that affect the compliance to this standard. Compliance is deferred to the chassis manufacturer.
202	Head Restraints	All vehicles applicable to the standard (under 10,000 lbs.) have seating installed that meets this standard. Compliance is deferred to the chassis manufacturer.

This vehicle conforms to all applicable U.S Federal Motor Vehicle Safety Standards and Canadian Motor Vehicle Safety Standards in effect on the date of manufacture		
203	Impact Protection for the Driver from the Steering Control System	Compliance is deferred to the chassis manufacturer.
204	Steering Control Rearward Displacement	Compliance is deferred to the chassis manufacturer.
205	Glazing Materials	No modifications are made to the OEM Glazing materials. Additional glazing materials meet the standard. Data on file.
206	Door Locks and Door Retention Devices	All vehicles manufactured by Forest River Bus (non-buses) that are subject to this standard have no modifications made which affect compliance to the standard. Compliance is deferred to the chassis manufacturer.
207	Seating System	All seating installed by Forest River Bus meets this standard. Test data on file.
208	Occupant Crash Protection	No alterations are made to the OEM seat belts, air bag systems or associated hardware. Any seat belt systems added meet the standard. Test data on file.
209	Seat Belt Assemblies	No alterations are made to the OEM seat belts or associated hardware. Any seat belt systems added meet the standard. Test data on file.
210	Seat Belt Assembly Anchorage	No alterations are made to the OEM seat belts or associated hardware. Seat belt systems and their installation meet the standard. Test data on file.
210.1	User-ready Tether Anchorages for Restraint System	No alterations are made to the OEM seat belts or associated hardware. Seat belt systems and their installation meet the standard. Data on file.
210.2	Lower Universal Anchorage Systems for Restraint Systems and Booster Cushions	No alterations are made to the OEM seat belts or associated hardware. Seat belt systems and their installation meet the standard. Data on file.
212	Windshield Mounting	Compliance is deferred to the chassis manufacturer.
213	Child Restraint Systems	Vehicles manufactured by Forest River Bus that are subject to this standard (under 10,000 lbs.) have seating installed that meets this standard. Test data on file.
213.4	Built-in Child Restraint Systems and Built-in Booster Cushions	Vehicles manufactured by Forest River Bus that are subject to this standard (under 10,000 lbs.) have seating installed that meets this standard. Test data on file.
214	Side Impact Protection with a GVWR of 4,536kg (10,000 lbs.) or Less	Forest River Bus does not manufacture vehicles with a GVWR of 4,536kg (10,000 lbs.) or Less
216	Roof Crush Resistance	Forest River Bus does not manufacture vehicles that are subject to this standard.
217	Bus Window Retention and Release	No modifications are made to the OEM windows. Additional windows meet the standard. Test data on file.
219	Windshield Zone Intrusion	Compliance is deferred to the chassis manufacturer.
220	School Bus Rollover Testing	All vehicles manufactured by Forest River Bus are not completed to be used as school buses, however, Forest River Bus does test vehicles to meet standard.
221	School Bus Body Joint Strength	All vehicles manufactured by Forest River Bus are not completed to be used as school buses, however, Forest River Bus does test certain vehicle configurations to meet the standard.
222	School Bus Passenger Seating and Crash Protection	All vehicles manufactured by Forest River Bus are not completed to be used as school buses.
225	Child Restraint Anchorage Systems	Vehicles manufactured by Forest River Bus that are subject to this standard (under 10,000 lbs.) have seating installed that meets this standard.
301	Fuel System Integrity	Compliance is deferred to the chassis manufacturer.
301.1	LPG Fuel System Integrity	Compliance is deferred to the chassis manufacturer.
301.2	CNG Fuel System Integrity	Compliance is deferred to the chassis manufacturer.

This vehicle conforms to all applicable U.S Federal Motor Vehicle Safety Standards and Canadian Motor Vehicle Safety Standards in effect on the date of manufacture

<b>302</b>	Flammability of Interior Materials	Materials installed in the interior of Forest River Bus products meet the standard. Test data on file.
<b>303</b>	Fuel System Integrity of Compressed Natural Gas Systems	Forest River Bus does not typically produce vehicles with CNG systems. All vehicles equipped with CNG systems exceed the applicability (10,000 lbs. or less) of this standard.
<b>304</b>	Compressed Natural Gas Fuel Container Integrity	Forest River Bus does not typically produce vehicles with CNG systems. All vehicles equipped with CNG systems exceed the applicability (10,000 lbs. or less) of this standard.
<b>305</b>	Electrolyte Spillage and Electrical Shock Protection	Forest River Bus does not produce vehicles that use electricity as propulsion power.
<b>403</b>	Platform Lift System for Motor Vehicles	Forest River Bus does not alter the platform lift system. Forest River Bus install lift system in strict compliance with the manufacturers installation instructions. Forest River Bus meets strength requirements. Test data on file.
<b>404</b>	Platform Lift Installation on Motor Vehicles	Compliance is deferred to the lift manufacturer.
<b>1106</b>	Noise Emissions	Forest River Bus does not alter the OEM Chassis in the area which is stated in the incomplete vehicle documents. Data on file.

Signed: \_\_\_\_\_


Date: 01/05/2023Title: Compliance and Customer Service Manager



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

Headquarters

East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

November 7, 2022

Donall Hasty  
Forest River  
2367 Century Drive  
Goshen, IN

Re: Notice of Eligibility to Bid on FTA-Assisted Transit Vehicle Procurements in FY 2023

Dear Donall Hasty:

This letter is to inform you that the Federal Transit Administration's (FTA) Office of Civil Rights has received Forest River's Disadvantaged Business Enterprise (DBE) goal and methodology for FY 2023 for the period of October 1, 2022–September 30, 2023. This goal submission is required by the U.S. Department of Transportation's DBE regulations at 49 CFR Part 26 and must be implemented in good faith.

FTA is currently reviewing your firm's DBE goal methodology. Pursuant to 49 CFR 26.49(a)(1), your firm is eligible to bid on FTA-assisted transit vehicle procurements in FY 2023 pending FTA's review. During the review process you must continue to implement your DBE program in good faith.

You may provide this letter to certify compliance with 49 CFR Part 26 for purposes of bidding on FTA-assisted transit vehicle procurements in FY 2023. FTA has also included your firm in the Eligible TVMs List on its website. If you have any questions, please contact the FTA DBE Team via email at [FTATVMSubmissions@dot.gov](mailto:FTATVMSubmissions@dot.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Pichon".

Scott Pichon  
Equal Opportunity Specialist, Office of Civil Rights Policy and Engagement  
FTA Office of Civil Rights



**Ford Motor Company**

*Is proud to recognize*

***Starcraft Commercial Bus  
(Forest River)***

*as a participant in the*

***Shuttle Bus***

***Qualified Vehicle Modifier Program***



A handwritten signature in blue ink, appearing to read "Ryan A. Delaney".

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Ryan A. Delaney - SVE Quality Programs Mgr.

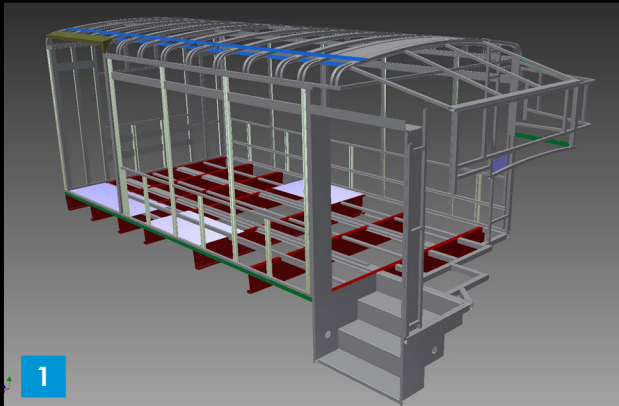
***September, 2019***

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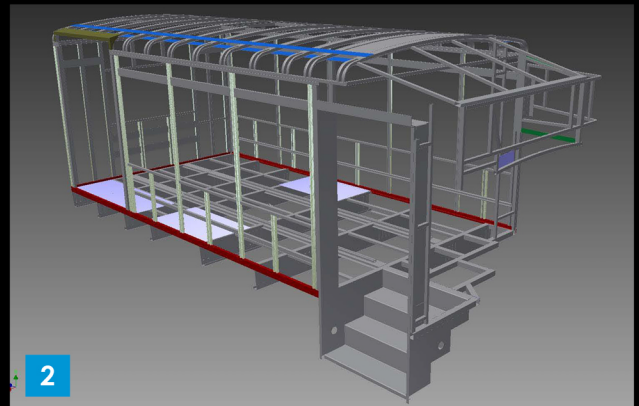
# ▶ CONSTRUCTION

SAFETY FROM THE BOTTOM UP

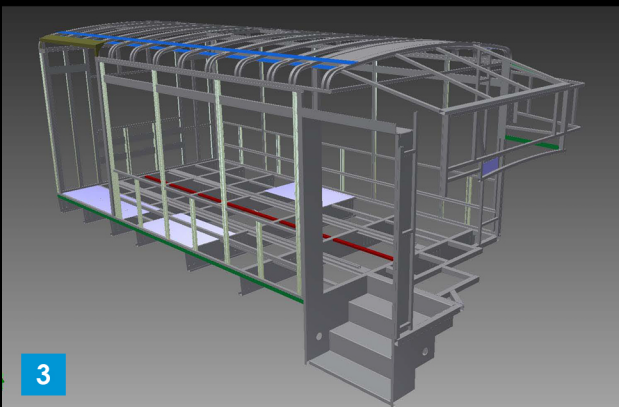
  
**STARCRAFT BUS**



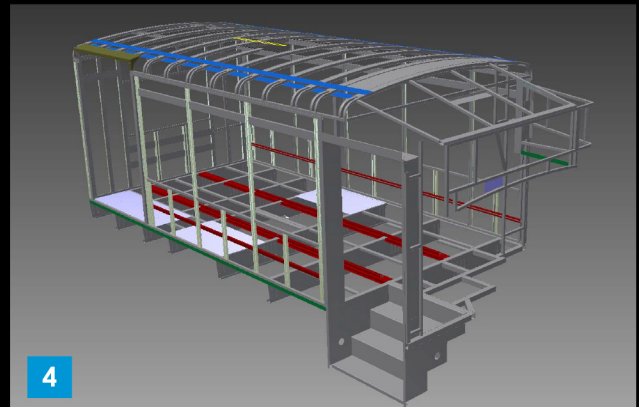
Starcraft Bus time-tested and proven body construction starts with the floor. We use 14 gauge formed steel c-channel spanning the full width of the body.



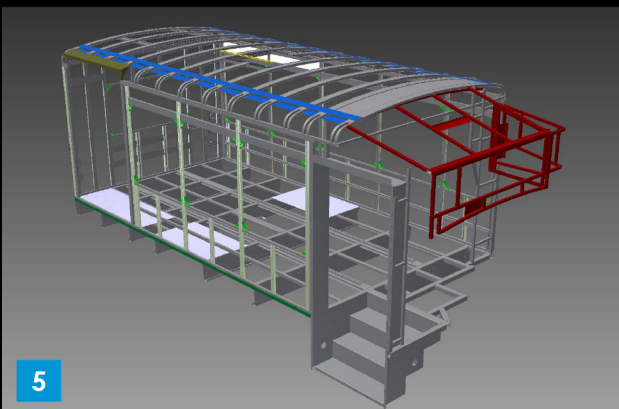
Structural angle steel is used around the full perimeter of the floor to add additional strength to the body assembly.



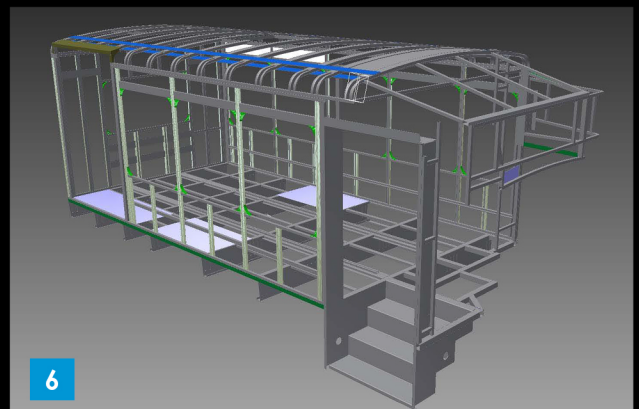
16 gauge steel tubing is welded to the floor structure in the center to prevent sagging of the sub-floor offering years of worry-free operation.



12 gauge, roll-formed, high strength, low alloy steel seat track is welded to the floor structure and sidewall structure for mounting of seats, meeting all applicable FMVSS standards.



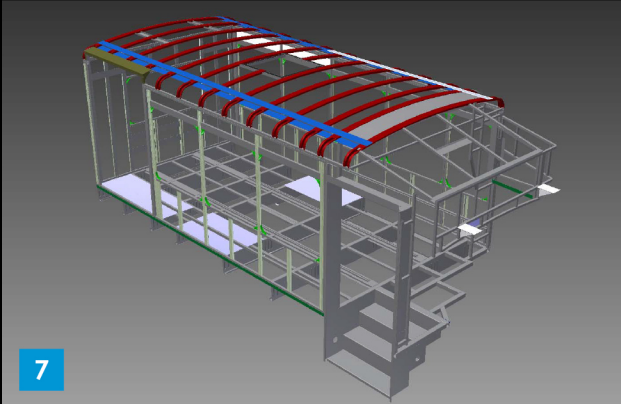
16 gauge steel tubing is welded into an integral structure to provide protection above the driver.



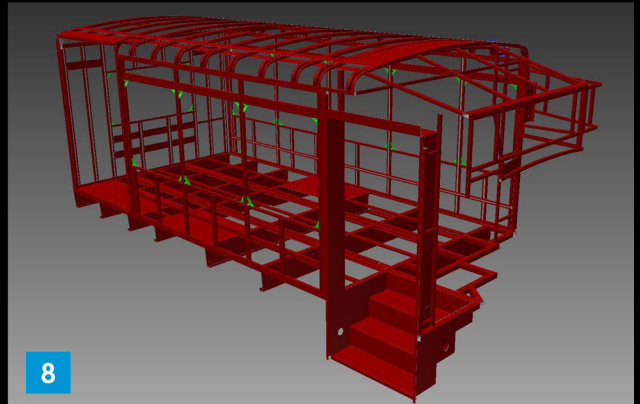
18 gauge steel, open c-channel sidewall, vertical members with eight bends create extreme strength and rigidity. Open c-channel allows thorough primer application, reducing potential corrosion issues.

# ► CONSTRUCTION

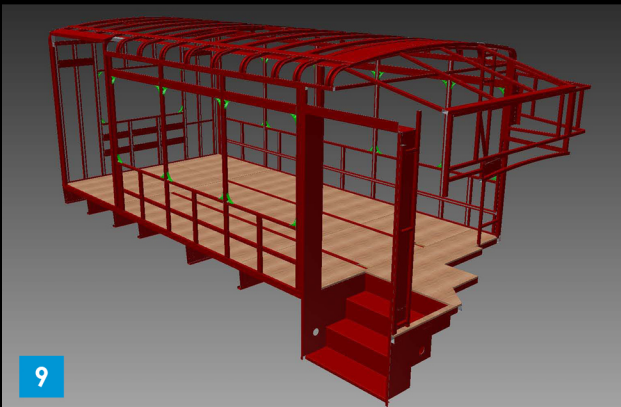
SAFETY FROM THE BOTTOM UP



18 gauge one-piece, radius-formed steel roof bows with eight bends provide exceptional strength and are capable of taking severe loads.



Before any exterior panels are installed, a fully-primed, steel cage is painted, offering exceptional corrosion resistance.



Plywood flooring is secured with an adhesive to eliminate squeaks and movement.



The walls and ceiling are insulated with polystyrene insulation, which will not sag from moisture. The insulation also provides exceptional barrier from the outside elements, as well as sound deadening.



Due to our commitment to product quality, specifications and options are subject to change without notice in the interest of product improvement and market changes.

Scan this barcode using a QR Reader on your smart phone to learn more about Forest River.







## STARCRAFT COMMERCIAL BUS 5-YEAR/100,000 MILE EXTENDED WARRANTY

### Notice

Please return the warranty registration card to register the warranty with Starcraft Bus so that Starcraft Bus may record your rights under this limited warranty and to ensure prompt assistance. Your dealer will provide the warranty card for you to sign. If you did not sign a Starcraft Bus warranty card at the time of delivery, please contact your dealer.

### Definition of Terms

**Authorized Starcraft Bus Dealer ("Dealer"):** This agreement is applicable only in the United States, Puerto Rico and Canada. Any Authorized Dealer of the owner's choice may perform warranty service work under the Starcraft Bus Warranty Agreement. This vehicle should be delivered to the authorized dealer during normal service hours. A reasonable time should be allowed after taking the vehicle to the authorized dealer for performance of the repair.

**Starcraft Bus, Division of Forest River, Inc. ("Warrantor"):** The party obligated to perform under this Agreement.

**Original Purchaser:** Person or entity that is a recipient of this product provided by a dealer under a purchase order or contract sales.

**Wear and Tear:** The deterioration of a part or material beyond the manufacturer's specified tolerances that occur naturally over time and under normal operating conditions.

### 1. Who Warrants The Product

The product, as described and limited here, is warranted by the manufacturer and installer of the body: Starcraft Bus, Division of Forest River, Inc., hereinafter referred to as Starcraft Bus, 2367 Century Drive, Goshen, IN; an Indiana Corporation; and is administered by the Starcraft Bus Customer Service Department, Goshen, Indiana 46528.

### 2. Who Is Covered

Starcraft Bus, the warrantor, extends this limited warranty agreement to the original owner only of the vehicle during the Warranty Period.

### 3. What Is Covered

Starcraft Bus, your warrantor, extends the following limited warranty to you; in which the limited warranty covers your conversion only pertaining to material defects in all materials and workmanship supplied by or performed by Starcraft Bus.

### 4. Warranty Period

The Starcraft Bus limited warranty is for a period of five (5) years from the date of first delivery or 100,000 miles, whichever occurs first, except for other coverages listed under "Other Warranties That May Apply" and items listed under "Exclusions and Limitations" and "Limits of the Warranty."

### 5. Exterior Paint

Exterior Paint, performed by Starcraft Bus, is fully warranted to be free of substantial defects in workmanship by Starcraft Bus for the first three (3) years (50,000 miles) from date of original purchase, 50% warranted four (4) years (75,000 miles), and 25% warranted five (5) years (100,000 miles) from date of original purchase.

### 6. Other Warranties That May Apply

Starcraft Bus does not warrant the base chassis itself. The vehicle engine, chassis, drive-train, suspension system, battery and other chassis components are covered by a separate warranty offered by the manufacturer of the chassis and administered by the chassis manufacturer's authorized dealers. The tire manufacturer separately warrants tires. In addition, all aftermarket springs, suspensions, driveline retarders, etc., such as Liquid Springs, Mor Ryde, Kelderman, Telma, etc. are not covered by Starcraft Bus. These items are covered by their original manufacturer and their warranties may vary.

### 7. Owner's Responsibility

Proper preventative maintenance of the exterior and interior of the vehicle is the responsibility of the owner. See the owner's manual(s) for proper care instructions. Defects or damage as a result of improper care or maintenance are not covered by this warranty agreement.

### 8. Exclusions and Limitations

Damage caused by abuse, misuse, failure to observe reasonable required maintenance practices, acid rain, accidents, natural disasters, acts of war, facing of fabrics, carpeting and/or fiberglass are not covered. Light bulbs and fuses are not covered.

Damage to the unit if such damage is the result of deterioration due to normal use, wear and tear, or exposure to the elements.

Damages that may occur to the chassis, frame, other parts or components that occur due to overloading will not be covered and may invalidate portions of the Starcraft Bus warranty agreement.

Cosmetic or surface corrosion resulting from stone chips or scratches in paint are not covered.

Replacement parts provided under terms of the warranty agreement will whenever possible, match original equipment. When necessary, Starcraft Bus will substitute parts of comparable function and value. Defective items may be replaced with new, remanufactured, reconditioned or repaired components.

Modifications, alterations or repairs performed by unauthorized personnel may invalidate portions of the Starcraft Bus warranty. In addition, using the vehicle to tow another vehicle is prohibited and may void warranty. Contact Starcraft Bus Customer Service before you make modifications, alteration or repairs.

#### **9. Recovery Limitations**

No person shall be entitled to recover from warrantor for any consequential or incidental damages arising out of or relating to any defect in the product. These limitations include but are not limited to, loss of time; loss of use; loss of revenues, salaries or commissions; towing charges; bus fares; bus rentals; car rentals; gasoline expenses; telephone charges; inconvenience or other incidental damages.

#### **10. How To Get Warranty Service**

To obtain warranty service, contact or visit the dealership where you originally purchased your vehicle or another warranty service facility designated by Starcraft Bus. The dealership must contact Starcraft Bus Customer Service Department for authorization to have a warranty claim submitted. If you or your dealer has moved, or if your dealer is no longer in business, contact Starcraft Bus Customer Service Department (see address and telephone numbers below) for the name of a Starcraft Bus dealer nearest to you. Your claim must be made within 14 days of the discovery of the defect. Starcraft Bus will determine authorization based on and subject to the terms of the warranty agreement. All warranty claims must be reported within the warranty period. Warranty personnel must authorize all warranty service prior to performance. Warranty service may be reported directly to the warrantor or to one of their authorized dealers. If warranty personnel approve warranty service, you must leave the unit at the appropriate warranty service location for a sufficient time to perform service.

#### **11. Who Performs Warranty Service**

It is recommended you obtain warranty service at the dealership where you originally purchased your bus. If the dealership cannot perform the service work, they should call Starcraft Bus Customer Service Department for assistance (see number below). If you are unable to visit your original dealer, contact Starcraft Bus Customer Service Department (address below) for the name and location of a Starcraft Bus dealer near you.

#### **12. Dispute Resolution**

Should you be unable to resolve a disagreement with your dealer regarding your right to pursue warranty coverage for a needed repair, contact the Starcraft Bus Customer Service Department (see address below). If a dispute about warranty service arises between Starcraft Bus and you, the owner, the disagreement will be resolved in accordance with the customary procedures of the American Arbitration Association relating to commercial transactions, or the dispute will be submitted to a panel of three (3) arbitrators for decision. The panel will be made up of one member appointed by Starcraft Bus, one member appointed by the complainant/owner, and one member from the arbitrator group mentioned above. Any and all legal remedies shall be available to the owner after pursuing this informal dispute resolution if a ruling is entered against Starcraft Bus and Starcraft Bus fails to abide by the ruling. The expenses of arbitration will be paid by the party against whom the arbitrator(s) rule.

#### **13. Limits Of Warranty**

This written statement of limited warranty represents the entire warranty authorized and offered by Starcraft Bus. There are no warranties or representations beyond those expressed in this written document. Any dealership, salesperson or agent cannot amend it. It expressly limits all warranties, including, but not limited to, by way of specification, both express and implied warranties, including warranties or merchantability and fitness for a particular purpose along with all other liabilities or obligations of Starcraft Bus.

#### **FEDERAL COMPLIANCE**

THE TERMS OF THE WARRANTOR'S UNDERTAKING EXPRESSED IN THIS LIMITED WARRANTY ARE DRAFTED TO COMPLY WITH THE MAGNUSON MOSS WARRANTY LEGISLATION, P.L. 93-637 OF 1974, AND OTHER APPLICABLE LAW. ANY WARRANTY PROVISIONS PROMULGATED BY THE FEDERAL TRADE COMMISSION PURSUANT TO RULES OR ANY OTHER LAW RELATIVE THERETO ARE EXPRESSLY INCORPORATED HEREIN. TO THE EXTENT ANY PROVISIONS OF THIS LIMITED WARRANTY ARE INCONSISTENT WITH STATE LAWS, ONLY THOSE PARTS INCONSISTENT ARE VOID.

STARCRRAFT BUS  
Division of Forest River, Inc.  
CUSTOMER SERVICE DEPT.  
2367 Century Drive  
Goshen, IN 46528  
Phone: 574.642.3112  
Toll Free: 800.348.7440  
Fax: 574.970.6815

# E-Series Van/Cutaway

## Quality/Reliability/Durability

### Durability

#### Structural

- E-coated primer on the frame helps resist corrosion
- Body-on-frame construction is more durable and heavy duty compared to unibody construction
- Double-wall cargo area helps protect the outer layer of sheet metal from shifting cargo
- Steel-reinforced rear license plate housing is especially beneficial on models with the available E-Guard Cargo Protection System
  - Rear door lock is mounted through the housing to resist tampering or prying

#### Powertrain

- Coil-on-plug ignition eliminates traditional spark plug wires and distributor to improve high-mileage durability
- Additional electrical system charging capacity is available on the 5.4L V8 and 6.8L V10 engines with available 155- and 225-amp alternators

#### Durability Testing

- Simulates 150,000 miles of real-world use into a 50,000-mile test
- Testing is based on E-Series owner habits

### Warranties

#### New Vehicle Limited Warranties

- 3-year/36,000-mile Bumper-to-Bumper; no deductible
- 5-year/60,000-mile Powertrain Limited Warranty
- 5-year/unlimited-mileage Corrosion Perforation
- 5-year/60,000-mile Safety Restraint
- Refer to the vehicle Warranty Guide for details about what is covered and limitations of the New Vehicle Limited Warranty

#### Powertrain Limited Warranty

- Powertrain Limited Warranty for Ford vehicles is 5 years or 60,000 miles, whichever comes first
- That's an additional 2 years/24,000 miles of coverage beyond the Bumper-to-Bumper coverage for components such as the engine, transmission and front- or rear-wheel-drive parts

**NOTE:** See [www.motorcraftservice.com](http://www.motorcraftservice.com) for a link to a printable PDF of the Warranty Guide.

**NOTE:** Please see the Major Product Summary pages and/or the Dealer Ordering Guide for availability.

May 2013

[sourcebook.dealerconnection.com](http://sourcebook.dealerconnection.com)

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