



504 South Oakland Avenue  
Nappanee, Indiana 46550  
574-773-1000

## IMPORTANT SAFETY RECALL 19V560

August 26, 2019

[OWNER NAME]

[OWNER ADDRESS]

[OWNER CITY, STATE ZIP CODE]

Unit VIN: [VIN]

Dear Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Gulf Stream Coach, Inc. has decided that a defect which relates to vehicle safety exists in the Federal ID label installed on your 2017 Serro Scotty S14RBR.

### **Problem Description:**

The originally installed Federal Identification Label may not contain the correct Gross Vehicle Weight Rating (GVWR). The label incorrectly indicates a GVWR of 3,710 lbs (1683 Kg) instead of 2950 lbs (1338 Kg).

### **Consequence:**

As a result, the vehicle could be overloaded, which may result in poor vehicle handling characteristics, increasing the risk of a crash causing injury and /or damage to property.

### **Remedy:**

A replacement label is enclosed to replace the original label. To install, make sure the original label is removed from the vehicle, the area where the original label was installed should be clean and dry to promote adequate adhesion of the new replacement label. Remove the label backer exposing the adhesive backed label and put in place with applied pressure. If you have concerns with being able to properly install the new label, your dealer may be contacted for assistance. Installation by your dealer will be done free of charge and should take approximately ten minutes to perform the replacement. Once label is installed, please return the enclosed postage paid card to complete this process. Included in this remedy, the vehicle tires should be inspected by your selling dealer or reputable retail tire store to inspect for any possible damage or preliminary wear which may be present if possible overloading of the trailer has occurred.

### **What if you no longer own the 2017 Serro Scotty S14 RBR:**

If you have sold the vehicle, please forward the new owner information to Gulf Stream Coach, Inc. at P.O. Box 1005 Nappanee, Indiana 46550 by completing the enclosed postage paid card so that Gulf Stream Coach can contact the new owner and provide the replacement label.

### **Who should you contact if you have further questions or concerns?**

If you experience any difficulties in completing the label replacement installation or have any questions regarding this matter, please contact Gulf Stream Coach, Inc. at (800) 289-8787 or [towtech@gulfstreamcoach.com](mailto:towtech@gulfstreamcoach.com).

If after having attempted to take advantage of this recall you believe you have not been able to replace the original label without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the Vehicle Safety Hotline (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Gulf Stream Coach, Inc.