

# Part 573 Safety Recall Report

# 19V-753

**Manufacturer Name :** Airstream, Inc.**Submission Date :** NOV 06, 2019**NHTSA Recall No. :** 19V-753**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Airstream, Inc.

Address : 419 West Pike Street  
PO Box 629 Jackson Center OH  
45334-0629

Company phone : 937-596-6111

**Population :**

Number of potentially involved : 1,888

Estimated percentage with defect : 50 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Airstream 2019 - Sport, Nest, Flying Cloud, Tommy Bahama, International Serenity, International Signature, Globetrotter, Classic. 2020 -Sport,Nest,Basecamp, Bambi,Caravel,Flying Cloud,InternationalSerenity,InternationalSignature, TommyBahama,Globetrotter,Classic

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Airtsream started using the Demco hitch coupler 4/24/2019, and the corrected couplers arrived at Lippert components for installation on 8/29/2019. The recalled hitch coupler will provide enough clamping force to secure the tow ball. 1889 Airstream travel trailers were potentially affected.

Production Dates : APR 24, 2019 - AUG 29, 2019

VIN Range 1 : Begin :	1STC66C12LJ720340	End :	1STC66C18LJ720469	<input type="checkbox"/> Not sequential
VIN Range 2 : Begin :	1STC66C12LJ720340	End :	1STC66C18LJ720469	<input type="checkbox"/> Not sequential
VIN Range 3 : Begin :	1SMG4DC19LJ204550	End :	1SMG4DC1XLJ204668	<input type="checkbox"/> Not sequential
VIN Range 4 : Begin :	1STJBYP25JJ540820	End :	1STHMAC14LJ552246	<input type="checkbox"/> Not sequential
VIN Range 5 : Begin :	1STC66C12LJ720340	End :	1STC66C18LJ720469	<input type="checkbox"/> Not sequential
VIN Range 6 : Begin :	1SMG4DC19LJ204550	End :	1SMG4DC1XLJ204668	<input type="checkbox"/> Not sequential
VIN Range 7 : Begin :	1STJBYP25JJ540820	End :	1STHMAC14LJ552246	<input type="checkbox"/> Not sequential

**Description of Defect :**

Description of the Defect : The Demco ball coupler installed on the travel trailers was manufactured out of tolerance. The ball coupler welding fixture allowed the rear guide plate on the inside of the ball coupler to be welded outside of tolerance. This defect does not allow the ball coupler to create enough clamping force on the tow ball.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Demco ball coupler can come off of the tow ball while being towed. If the travel trailer becomes detached from the tow vehicle while in motion, it can become a road hazard resulting in a crash which could result in personal injury.

Description of the Cause : The ball coupler welding fixture allowed the rear guide plate on the inside of the ball coupler to be welded outside of tolerance.

Identification of Any Warning that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : Demco

Address : 4010 320th Street  
Boyden IOWA 51234

Country : United States

## Chronology :

10/3/2019 - Airstream was made aware of a customer posted a video on social media showing his Demco hitch coupler detaching from the ball hitch while engaged in the latched position. Airstream starts an investigation on the Demco coupler.

10/7/2019 - Started conversations with Demco informing them of the video on social media which Demco were aware of. Demco informed Airstream that the hitch back plate was manufactured out of tolerance on one of its welding fixtures. Demco stated this tolerance issue would cause the coupler to not be able to meet the SAE J684 pull of test for the rating of the coupler. As a remedy Demco offered to design and manufacture a test tool that they could provide to Lippert and Airstream that could determine whether or not the hitch couplers are within compliance specifications. Demco also said they would be providing pull test data on couplers they had in their possession that were outside J684 specs to determine if this was a safety issue.

10/16/2019 - Convened the Airstream Safety Committee to discuss the information we received with Demco, as well as discuss or next steps. The pull test data from Demco was reviewed. The determination was made to initiate a safety recall.

**Description of Remedy :**

Description of Remedy Program : Airstream will contact owners by phone if possible to notify them of this recall and that they should not tow their trailer until checked by a dealer. In addition, Demco has manufactured a temporary use adaptor that can be slipped over the ball portion of the coupler to allow owners to tow their trailers. This temporary use adaptor will sent to owners to allow them to tow their trailer to the nearest Airstream dealer of inspect and remedy if necessary. The final remedy for the defective coupler will be to add a shim plate to the backside of the ball coupler clamp to put it in position to apply the required clamping force on the tow ball.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : The ball coupler welding fixture was changed and production resumed on 8/27/19 by Demco. First product was shipped to Lippert Components on 8/29/19 to go into Airstream trailers.

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : DEC 20, 2019 - DEC 20, 2019

Planned Owner Notification Date : DEC 20, 2019 - DEC 20, 2019

\* NR - Not Reported