

RECREATIONAL VEHICLE SAFETY
RECALL NOTICE

Safety Recall:
NHTSA 19V-753/Transport Canada 2019-529

Safety Advisory:
March 12, 2020

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Airstream has decided that a defect which relates to motor vehicle safety exists in certain 2019 and 2020 model year Airstream travel trailers. As a result, Airstream is conducting a safety recall.

***Reason for
this recall***

Airstream, Inc. (Airstream) is recalling certain 2019-2020 Sport, Nest, Flying Cloud, International Serenity, International Signature, Classic, Globetrotter and Tommy Bahama trailers and 2020 Basecamp, Bambi and Caravel trailers. Due to improper welding, the Demco ball coupler installed on the travel trailers may not provide enough clamping force on the tow ball, potentially causing the coupler to separate from the tow ball. If the coupler separates from the tow ball, the trailer can detach from the tow vehicle, increasing the risk of a crash.

***What we
will do***

Airstream will be shipping a temporary coupler lock with installation instructions for owners to install prior to towing their travel trailers to their nearest dealer for inspection. If the coupler fails inspection, a shim plate will be added to the backside of the ball coupler clamp to put it in position to apply the required clamping force on the tow ball. This will be done at **no cost** to the owner. If the coupler passes inspection, no further repairs are needed.

***What we need
you to do***

You should contact your selling dealer immediately to schedule a service appointment to have the inspection performed on your vehicle. If you have any questions concerning this recall or if you need any assistance, please contact the **Airstream Customer Service Department** by mail at Airstream, P.O. Box 629, Jackson Center, OH 45334-0629, **or** by phone at 937-596-6111 ext. 7491.

If you have had the appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Airstream by contacting the **Airstream Customer Service Department**.

If after contacting Airstream Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We apologize for any inconvenience this action may cause you; however, your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,
Airstream



Rick March
General Manager of Airstream Customer Support Group
cc: National Highway Traffic Safety Administration (NHTSA)

