



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 19, 2020

Mr. Steve Thorne
National Warranty Manager
Airstream, Inc.
419 W Pike St.
Jackson Center, OH 45365

NEF-150KL
20V-349

Subject: Frameless Entry Door Window Glass Panel May Detach

Dear Mr. Thorne:

This letter serves to acknowledge Airstream, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AIRSTREAM/BASECAMP/2017-2018

Mfr's Report Date: June 12, 2020

NHTSA Campaign Number: 20V-349

Components:

VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 732

Problem Description:

Airstream, Inc. (Airstream) is recalling certain 2017-2018 Basecamp travel trailers. The adhesive bond between the glass and the metal frame of the entry door window may fail, allowing the glass to separate while the trailer is moving.

Consequence:

If the window glass detaches while the vehicle is moving it could become a projectile, increasing the risk of injury or a crash.

Remedy:

Airstream will notify owners, and dealers will inspect the windows for proper adhesive bond strength, replacing the windows as necessary and installing updated adhesive strips to all windows, free of charge. This recall is expected to begin August 11, 2020. Owners may contact Airstream customer service at 1-877-596-6505 or 1-937-596-6111, extension 7401 or 7411.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the [affected component]. If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement