

RECREATIONAL VEHICLE SAFETY
RECALL NOTICE

Safety Recall:
NHTSA 20V-391
Safety Advisory:
August 25, 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 that relates to motor vehicle safety exists in certain 2020 and 2021 model year Airstream Interstate & Atlas motorhomes. As a result, Airstream is conducting a safety recall.

***Reason for
this recall***

Airstream, Inc. (Airstream) is recalling certain 2020-2021 Interstate & Atlas motorhomes. Due to a discrepancy in the dimensions of the mounting bolts for the air ride system used on the Atlas motorhome, the load of the suspension springs is being carried by the mounting bolts rather than the panhard rod bracket which may cause the bolts to break. If this were to happen, it would allow the axel to move fore and aft resulting in loss of vehicle control, increasing the risk of a crash, personal, personal injury and/or property damage.

***What we
will do***

An inspection of the air suspension mounting bolts will occur. If the bolts pass the inspection, no further action is needed. If the bolts do not pass the inspection, the incorrect bolts will be removed, and the correct bolts will be installed. The repair will take approximately .75 hours to complete.

***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. 7401.

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)

