



# IMPORTANT SAFETY RECALL NOTICE 20V402

August 3, 2020

[DEALER NAME]  
[DEALER ADDRESS]  
[DEALER CITY, STATE ZIP CODE]

Unit VIN: [VIN]

Model: [Model]

Serial: [serial number]

Dear Dealer,

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 motor vehicle safety exists in certain 2020-2021 model year 19RD Super-Lite Travel Trailer manufactured by Gulf Stream Coach, Inc. "GULF STREAM." This defect relates to the axle clearance between the top of the axle and the bottom of the black waste water holding tank.

This condition creates points of possible wear due to vibration during vehicle operation, which over time could cause the holding tank to fatigue and possibly leak black waste water. This identified improper clearance concern may without warning cause the black waste water holding tank to leak.

**Remedy:**

Identified suspect trailer is to be inspected by dealer RV Service personnel and arrangements made to replace under slung straight axle with under slung "Drop Axle" rated at the same capacity [4400-pounds]

Gulf Stream will provide a replacement axle preassembled with new springs, U-bolts and nuts for this replacement. Additionally, (8) eight replacement spring hanger shoulder bolts with lock nuts will be provided. Do not reuse original spring hanger shoulder bolts and nuts.

Contact your Gulf Stream Service representative to complete your order and shipping of the replacement parts.

The following instruction should be followed to ensure proper axle clearance to bottom of black water holding tank.

1. Make sure black waste water holding tank is empty prior to replacement of the axle.
2. Remove 4400 pound under slung straight axle, replacing same with 4400-pound under slung "drop axle" [wheel hubs are offset to centerline of axle tube] sufficiently increasing the clearance between top of axle and bottom of black waste water holding tank]
3. Do not reuse spring hanger shoulder bolts and nuts. New mounting shoulder bolts and lock nuts will be provided with the correct pre-assembled "drop axle"
4. Safety is of utmost importance. Use standard lifting methods and support [jack stands] for replacing axles.
5. Spring hanger shoulder bolts (8) eight total should be torqued to 135 ft. lbs. each. Make sure the knurled shaft at the head of the bolt is properly seated in the spring hangers using sledge hammer to properly seat once the bolt is torqued to specification. The flange on the head of the bolt will be flush with spring hanger bracket when properly seated.
6. Wire brake wiring harness to new axle using waterproof connectors. Do not use non weatherproof Scotch-Locs.
7. Reinstall wheels and tires and torque lug nuts to 85-95 ft. lbs.

This recall will need to be completed as soon as possible by any authorized Gulf Stream Dealer or a repair facility capable of completing these repairs according to the work instructions provided. The approximate time required for completing this corrective action is approximately 2 hours by an experienced RV technician. However, due to service scheduling requirements, the repair facility may need this vehicle for a longer period of time. The cost will be paid directly to the facility that does the correction by Gulf Stream Coach, Inc. or reimbursed to the customer as needed.

Once the recall has been completed, please complete and return the enclosed, postcard that is pre-stamped and addressed for your convenience.

**Dealer Campaign Responsibility:**

Our records indicate the vehicle identified above is still in your possession. Federal Law requires that this unit be repaired prior to delivery to a retail customer. Therefore, the vehicle must be held and repaired per the service procedure of this Recall campaign before an owner takes possession.

If the vehicle covered by this Safety Recall Notice is no longer in inventory, please provide the contact information for the new owner by calling Gulf Stream Coach, Inc. at (800)482-6456 or by filling out and returning the enclosed prepaid postcard.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

If you experience any difficulties in getting your vehicle repaired promptly and without charge, please contact the Service Manager at the service facility. If you still have concerns please call Gulf Stream Coach at 1-800-482-6456 or [towtech@gulfstreamcoach.com](mailto:towtech@gulfstreamcoach.com) and speak to a Towables Service Representative regarding this notice.

If after having attempted to take advantage of this recall you believe that the service and repair that you have received through Gulf Stream Coach is unsatisfactory you may submit a complaint to the Administrator, National Highway Traffic Safety Administration 1200 New Jersey Avenue SE, Washington, DC 20590, or call the Vehicle Safety Hotline (888) 327-4236, 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.

Sincerely,  
Gulf Stream Coach, Inc.