



# IMPORTANT SAFETY RECALL NOTICE 20V402

August 5, 2020

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

Unit VIN: [VIN]

Model: [Model]

Serial: [serial number]

Dear Owner,

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."

### **Problem Description:**

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. Axle contact with the black water holding tank may result in a hole, spilling the tank contents on the road way, increasing the risk of a crash.

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

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 your 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.

### **What if you no longer own the 2020 or 2021 Super-Lite 19RD:**

If you have sold the vehicle, please forward the new owner information to Gulf Stream Coach, Inc. at P.O. Box 1005 Nappanee, Indiana 46550 by completing the enclosed postage paid card so that Gulf Stream Coach can contact the new owner.

If you have changed your address please fill out the enclosed prepaid postcard and mail it to us so we can update our records.

### **Who should you contact if you have further questions or concerns?**

If you experience any difficulties in completing the label replacement installation or have any questions regarding this matter, please contact Gulf Stream Coach, Inc. at (800) 289-8787 or [towtech@gulfstreamcoach.com](mailto:towtech@gulfstreamcoach.com).

If after having attempted to take advantage of this recall you believe you have not been able to replace the original label without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the Vehicle Safety Hotline (888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Gulf Stream Coach, Inc.