

RECREATIONAL VEHICLE SAFETY
RECALL NOTICE

Safety Recall:
NHTSA 21V-195/Transport Canada 2021-175

Safety Advisory:
April 12, 2021

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 2017, 2018, 2019 & certain 2020 model year Airstream Basecamp travel trailers. As a result, Airstream is conducting a safety recall.

***Reason for
this recall***

Airstream, Inc. (Airstream) is recalling 2017, 2018, 2019 & certain 2020 Basecamp travel trailers. Due to the bolts securing the roof mounted air conditioner may have a tendency to loosen or break under certain conditions allowing the air conditioner to separate from the trailer. If this occurs, the air conditioner could become a projectile, increasing the risk of a crash, personal injury and/or property damage.

***What we
will do***

An inspection of the bolts securing the air conditioner will occur. Once the inspection is complete, the next step will be to install additional foam support blocks under the rear of the air conditioner for increased support and then replace the bolts with grade 5 bolts. Note: The new bolts will need to be torqued to 40 IP. If any of the bolts are unable to be tightened to the prescribed torque rating, the air conditioner will be replaced. The new air conditioner will be installed using the grade 5 bolts (torqued to 40 IP), as well as the additional foam support blocks. This will be done at no cost to the customer. This repair will take approximately .5 to 1.5 hours.

***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 877-596-6111 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)

