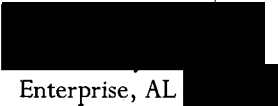



4/2/2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Enterprise, AL

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

APR 10 2015

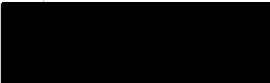
Dear Ma'am or Sir,

I am the owner of a 2014 27 foot Front Bedroom Airstream travel trailer, VIN: 1STT9YL21EJ  I received a Recreational Vehicle Safety Recall Notice, 15V-086, dated February 28, 2015. This safety recall provides for the replacement of 4 bolts that fasten the Liquid Propane (LP) tank tray to the trailer A-Frame, an estimated 20 minute job.

On April 2, 2015 I contacted the Airstream Warranty/Service Department by telephone. I requested Airstream send me the hardware (4 new bolts) and whatever paperwork they required to be completed and returned to them. I made this request because the nearest Airstream service center is more than 5 hours away from the storage location of my travel trailer. Airstream informed me that your office NHTSA, "does not allow for the owner to perform the work of subject recall". I then asked Airstream if they were prepared to reimburse me the cost of transporting my travel trailer to and from their authorized service center and they said they would not reimburse me. I then asked if they would dispatch someone to accomplish the recall to my location, and they said they would not.

Airstream did offer to send the hardware to a non-airstream service center. However, this offer does not pass the common sense test when one considers that a non-airstream service center's only pre-requisite is to be Doing Business As (DBA) a recreational vehicle repair center. To my knowledge, a DBA is not required to possess any certifications or be ISO compliant.

I specifically request confirmation that NHTSA prohibits owners from performing recall maintenance. If in fact the NHTSA does not prohibit owners from performing recall maintenance, I respectfully request your time and attention to compel Airstream to comply with all applicable laws and regulations pertaining to this recall. I would like to thank you and the staff of NHTSA for providing these valuable services to our nation.


Cc: Airstream Warranty/Service Department, P.O. Box 629, Jackson Center, OH 45334-0629NAM
41015
SMD

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-086

Safety Advisory:

February 28, 2015

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: 1STT9YL21EJ [REDACTED]

[REDACTED]
Enterprise AL [REDACTED]

Dear [REDACTED]

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 which relates to motor vehicle safety exists in certain 2014 and 2015 Model Year Airstream vehicles. As a result, Airstream is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

The vehicles subject to this recall were built with Liquid Propane (LP) tank trays that may not be properly fastened to the trailer A-Frame. The 1/4" x 14 self-tapping screws that attach the LP tank tray to the trailer frame may fail which could result in the tray coming loose from the trailer. If the tray comes loose from the trailer, the LP tanks could then fall off of the trailer resulting in property damage or personal injury if hit by the loose LP tanks. If the tanks contain liquid propane when they come loose there also exists a potential for fire which could result in property damage or personal injury.

***What we
will do***

The remedy is to remove the LP bottle cover, and the LP bottles from units in the recall population, remove the four existing 1/4" x 14 self-tapping screws and replace them with 4-5/16" x 18 thread-cutting bolts, and reinstalling the bottles and bottle cover. This defect will be corrected at no expense to you, the owner. The repair should take approximately 20 minutes to complete.

***What we need
you to do***

You should contact your selling dealer immediately to schedule a service appointment to have the defect repaired in your vehicle. If you have questions concerning this recall or if you need any assistance, please contact the **Airstream Warranty/Service Department** by mail at Airstream, P.O. Box 629, Jackson Center, OH 45334-0629, or by phone at 937-596-6111 ext. 7401 or 7411.

If you had 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 Warranty/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

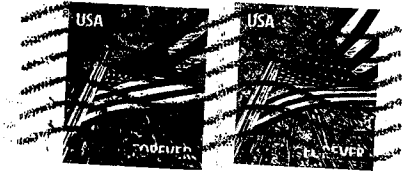
Rick March
General Manager of Airstream Customer Support Group
cc: National Highway Traffic Safety Administration (NHTSA)



Enterprise, AL

MONTGOMERY AL 360

02 APR 2015 PM 3 L



Administrator
National Highway Traffic Safety Admin
1200 New Jersey Avenue, SE
Washington, DC 20590

20590

