



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 19, 2020

NEF-109 tdg
Ref. No. 11354690

Salida, CO

Dear :

Thank you for the letter about your model year (MY) 2016 Airstream 19' Flying Cloud recreational vehicle (RV). Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. The recall notification you received from Airstream for NHTSA Safety Recall Campaign No. 19V-655 is addressed to you. Therefore, your MY 2016 Airstream 19' Flying Cloud RV is included in the recall, regardless of what the dealer's service advisor told you. We see that you have sent this letter to the manufacturer for assistance with this matter. We encourage you to report your concerns with the recall and experience with the dealer to Airstream.

If you are unable to schedule an appointment with a dealer after speaking to Airstream, you should notify the agency so that we may investigate whether the vehicle manufacturer and dealer have violated any requirements under our statute. You can file a complaint on our website at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or via NHTSA's Vehicle Safety Hotline at 888-327-4236.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please file a complaint on our website or on the hotline listed above. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement