STARCRAFT

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DEFECTS

June 11, 2009

09V-222
(3 Pages)

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sir or Madam:

Pursuant to 49 CFR Part 573, Starcraft RV, Inc. ("Starcraft" or the "Company") is submitting this report to NHTSA concerning a recall campaign, which is being voluntarily initiated. Specific information is as follows:

573.6(c)(2)
Affected vehicles were manufactured between February 5, 2009 and May 5, 2009.

Model Year 2009 Starcraft Travel Star EXP travel trailers models 237 RBS, 175RK, 197 RB, 237 CKS, and 217 RBSS.

Starcraft, the responsible manufacturer, determined the recall population from its manufacturing records.

573.6(c)(3)
A total of one-hundred-eight (108) Starcraft travel trailers are subject to this recall.
Specific Vehicle Identification Numbers (VIN) are as follows:

2009 Starcraft Travel Star EXP travel trailers models 237 RBS, 175RK, 197 RB, 237 CKS, and 217 RBSS with a starting VIN of 1SABS01GX916C0057 and ending with 1SABS02L9916J0054.

573.6(c)(4)
Starcraft is recalling 100 percent of the affected models of Starcraft Travel Star EXP travel trailers identified in the scope.

573.6(c)(5)
Starcraft has identified that the screws used to attach the bunk door cables to the bunk doors may be of insufficient length, which could result in the cable becoming detached from the door while the travel trailer is parked and set up with the bunk doors open. If this condition is not addressed, it could possibly result in an injury. There is no potential for this situation to occur while the vehicle is being towed.

573.6(c)(6)

Starcraft decided to conduct this recall following an internal investigation. Starcraft is not aware of any injuries or accidents related to this issue. Initially, it was our opinion to conduct this repair as a Technical Service Bulletin which we sent to NHTSA, all of our dealers, and to all the retail owners of the affected units in late-May / early-June 2009. We have reconsidered that position and have decided to make this action a recall.

Chronology of events which were the basis of Starcraft's defect determination:

- February 5, 2009 – Manufacturing began building Travel Star EXP travel trailers with bunk doors made by Amerimax Building Products. Previously, the bunk doors were made by Nappanee Door, which ceased operations in fall 2008. No problems were noted until May 7, 2009.
- May 7, 2009 – Manufacturing noticed that the screw attaching the cable to the bunk doors was shorter than it was on doors manufactured by the previous supplier. The component supplier, Amerimax, was notified of the situation. We requested that they provide us with a kit for each unit containing longer screws which would replace the fasteners used to attach the cables to the bunk doors and also provide us with preliminary repair instructions.
- May 8, 2009 - Requested research on unit serial numbers to identify the scope of possible affected units. Inspection and repair of affected units on site was performed jointly by Starcraft and Amerimax.
- May 12, 2009 – An interdepartmental meeting was held in which it was decided to initiate the creation of a Technical Service Bulletin based on the draft instruction from our supplier.
- May 14, 2009 – The proposed repair was performed in our R & D shop with the supplier in attendance.
- May 18, 2009 – First draft of the Technical Service Bulletin was distributed for comments. Retail owner letters and Dealer letters were drafted and edited. Edits of the bulletin and letters were completed by May 27, 2009.
- May 27, 2009 – Dealer letters and the Technical Service Bulletin were faxed to all Starcraft dealers. Retail owner letters were printed and mailed on May 28, 2009. The bulletin provided for a remedy at no cost to the retail owner.
- June 2, 2009 – Starcraft received the repair kits provided by Amerimax and began shipping parts free of charge to dealers upon request.
- June 4, 2009 – A copy of the Technical Service Bulletin 09-006 was sent to NHTSA at TSB@DOT.gov as part of our reporting of May 2009 publications.
- June 8, 2009 – Starcraft and Amerimax held a joint meeting to discuss ways to increase the rate of repair completion with the goal being 100% of the affected units repaired. It was decided that Starcraft would call every retail owner to prompt them to contact their dealer to arrange for the repair to be completed. Starcraft offered to ship parts to the retail-owner if desired so they could take them to their dealer to expedite repairs.

Further, Starcraft decided to automatically ship parts to all dealers who according to our records had affected units in stock on their lots. We began discussion about whether turning this Technical Service Bulletin into a voluntary recall would be appropriate. Finally, at the meeting we decided to send a fax to all of our dealers instructing them to complete the TSB prior to selling any of the affected units. The fax was sent that evening.

- June 10, 2009 – Calls to retail owners began. On this day, it was decided that Starcraft would notify NHTSA that we would perform a voluntary recall to increase the sense of urgency among the dealers and retail owners.

573.6(c)(8)

The remedy for the affected vehicles is to replace the screws attaching the cable to the bunk door with longer fasteners.

Copies of the repair instructions, dealer notification letters, and owner letters will be provided to the agency within 10 business days. Starcraft is currently contacting all dealers and retail owners of the affected vehicles.

Thank you for your assistance,

Sincerely,

Joseph J. Resil

Joe Resil
Regulatory Compliance Manager