

# STARCRAFT

903 SOUTH MAIN STREET • P.O. BOX 460 • MIDDLEBURY, IN 46540 • TELEPHONE: (800) 945-4787 • WWW.STARCRAFTRV.COM

June 17, 2009

## **IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

*NHTSA Recall Campaign # 09V-222*

**Dear Starcraft RV, Inc. Dealer:**

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **DEFECT INVOLVED**

Starcraft RV, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2009 Starcraft Travel Star EXP travel trailers models 237 RBS, 175RK, 197 RB, 237 CKS, and 217 RBSS manufactured between February 5, 2009 and May 5, 2009.

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.

The remedy for the affected vehicles is to replace the screws attaching the cable to the bunk door with longer fasteners. If you are unable to perform this repair, please contact Starcraft Customer Service at 1-800-945-4787 for assistance.

### **DEALER CAMPAIGN RESPONSIBILITY**

**We strongly suggest that you designate a manager to coordinate the recall to ensure the work is performed and documented properly, and that a warranty claim is submitted to Starcraft to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.**

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin **before** owners take possession of these vehicles.

**Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Starcraft encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.**

**Authorized Starcraft dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.**

**OWNER NOTIFICATION**

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. In addition, make sure the customer signs a **recall** claim form that you must submit to Starcraft for payment. The customer must sign the **recall** claim form as an indication that the recall was performed. Starcraft will not accept recall claims that are not signed by the customer.

If you have any questions regarding this recall or instructions, please contact us on your dealer service line 800-945-4787.

Thank you for your assistance.

Sincerely,

Starcraft RV, Inc.

Enclosures