

# STARCRAFT

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June 17, 2009

«FirstName» «LastName»  
«Address»  
«City», «St» «Zip»  
«Country»

## VEHICLE SAFETY DEFECT SERVICE BULLETIN

### IMPORTANT

- Your 2009 Starcraft Travel Star EXP travel trailers models 237 RBS, 175RK, 197 RB, 237 CKS, or 217 RBSS is involved in a safety recall because 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.
- Schedule an appointment with your Starcraft dealer.
- This service will be performed for you at no charge.

### NHTSA Recall Campaign # 09V-222

Unit Serial Number: «Serial»

Dear Starcraft Owner:

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

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 have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Starcraft Customer Service at 1-800-945-4787 for assistance.

Please contact your Starcraft dealer, who is best equipped to perform this repair. If your Starcraft dealer is unable to perform the recall within a reasonable time frame, please contact Starcraft Customer Service for further instructions. Any non-Starcraft dealer must contact Starcraft prior to making the recall repairs for proper authorization and instruction. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the enclosed post card and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If, however, you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department at 1-800-945-4787. After contacting your Starcraft dealer and Starcraft Customer Service and you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Starcraft recreational vehicle.

Sincerely,

Starcraft RV, Inc.