

# STARCRAFT

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January 2010

## **IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

*NHTSA Recall Campaign # 10V-019*

**Dear Starcraft RV 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 has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2010 Starcraft Lexion Fifth-wheel series 355RESA, 359BHSA, 345REQ, and 316RKSA and Model Year 2010 Starcraft Emblem Fifth-wheel series 375LKQS and 354RTSA. The affected units were manufactured between April 8, 2009 and September 3, 2009.

Starcraft RV has installed as an option, on certain fifth-wheel recreational vehicles, a remote activation module for the leveling jacks. In conjunction with the vendor it was determined that in the presence of moisture the module may activate autonomously, without the use of the remote control. If the jacks were to activate while the vehicle is being towed, it could result in a traffic accident leading to property damage, injury, or death.

The remedy for the affected fifth-wheels is to install a relay which will prevent the remote module from activating autonomously in the presence of moisture. If you are unable to perform this repair, please contact Starcraft RV 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 RV 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 RV encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.**

**Authorized Starcraft RV 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 RV for payment. The customer must sign the **recall** claim form as an indication that the recall was performed. Starcraft RV 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 1-800-945-4787.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Joe Resil".

Joe Resil  
Regulatory Compliance Manager