

STARCRAFT

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MAY 2010

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 11V-250

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 2011 Starcraft Autumn Ridge AR-One Travel Trailers, series 16BH; Autumn Ridge Travel Trailers, series 197FBH, 235FB, 245DS, 256BHS, 264RKS, 278BH, 297BHS, 329BHU; Lexion S-Lite Travel Trailers, series 309QK, 329BH, 336RLSA.

The affected units were manufactured between October 29, 2010 and January 27, 2011.

Starcraft RV has determined that certain recreational vehicles may have cracked bolts attaching the leveling jacks to the trailer frame. If all of the bolts broke, it could result in the jack coming loose from the frame and if this occurred while the vehicle was in motion on the road, a collision, injury or death may result.

The remedy for the affected travel trailers will involve replacing the fasteners attaching the leveling jacks to the frame with more robust fasteners. If you are unable to perform this repair, please contact Starcraft RV Customer Service at 800-945-4787 for assistance. **Repair kits containing 16 screws and 8 washers are automatically being sent to every dealer that has affected stock units and to every retail owner of an affected unit.**

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.

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,

A handwritten signature in cursive script that reads "Joe Resil". The signature is written in black ink and is positioned above the printed name and title.

Joe Resil
Regulatory Compliance Manager