

STARCRAFT

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SEPTEMBER 2011

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 11V-440

**KITS ARE SHIPPING AUTOMATICALLY
FOR DEALER-STOCK UNITS.
YOU WILL HAVE TO ORDER KITS FOR
RETAIL-SOLD UNITS.**

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 & 2012 Starcraft Autumn Ridge AR-One Travel Trailers and 2011 & 2012 Autumn Ridge Travel Trailers.

The affected units were manufactured between March 30, 2011 and July 21, 2011.

Starcraft RV has determined that certain recreational vehicles may have spare tire carrier brackets that may fatigue and break. If the bracket would break, it could result in the bracket and spare tire falling off 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 recreation vehicles will involve attaching a reinforcement bracket to the spare tire carrier to increase its strength. If you are unable to perform this repair, please contact Starcraft RV Customer Service at 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.

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 "Joseph J. Resil".

Joe Resil
Regulatory Compliance Manager