

STARCRAFT

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May 2010

SERIAL# RECALL#
FIRST LAST_NAME
ADDRESS
CITY, STATE ZIP
COUNTRY

VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

- Certain Starcraft Recreational Vehicles are involved in a safety recall.
- Schedule an appointment with your Starcraft dealer.
- This service will be performed for you at no charge.
- **Repair kits containing 16 screws and 8 washers are automatically being sent to every retail owner of an affected unit.**

NHTSA Recall Campaign #11V-250

Dear Starcraft RV Owner:

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

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. This repair will be done at no charge to

you. 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 800-945-4787 for assistance. **Repair kits containing 16 screws and 8 washers are automatically being sent to every retail owner of an affected unit.**

If your Starcraft dealer is unable to perform the recall within a reasonable time frame, please contact Starcraft RV Customer Service for further instructions. If you choose to take your vehicle to a non-Starcraft dealer, you 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 800-945-4787. After contacting your Starcraft dealer and Starcraft RV 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 written 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