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October 2012

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 12V-471

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 2012 & 2013 AR-One Travel Trailers.

The affected units were manufactured between February 20, 2012 and June 7, 2012.

Starcraft RV has determined that certain recreational vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less. The size of the tire as indicated on the Federal ID Label is incorrectly identified as 13 inch when 14 inch tires were installed on the vehicle or the tire size is identified on the Federal ID label as 14 inch when 13 inch tires were installed on the vehicle. All other information on the Federal ID Label is stated correctly.

The remedy for the affected vehicles will involve removing and replacing the Federal ID Label and the Tire and Loading Information placard with corrected labels. If you are unable to perform this repair, please contact Starcraft RV Customer Service at 800-945-4787 for assistance.

The new labels are being sent directly to any dealer who according to our records has an affected unit in their stock. **You do not need to order the labels.** If our records indicate that an affected unit has been retail-sold, the new labels are being sent directly to the retail owner of record. Retail owners may perform the replacement of the labels themselves or they may contact their nearest dealer to schedule an appointment to have this service performed by you at no charge.

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 the claim form that you must submit to Starcraft RV for payment. The customer must sign the 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 black ink, appearing to read "Joe Resil". The signature is fluid and cursive, with the first name "Joe" and last name "Resil" clearly distinguishable.

Joe Resil
Regulatory Compliance Manager