

STARCRAFT

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October 2012

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

VEHICLE SAFETY DEFECT NOTIFICATION

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.

NHTSA Recall Campaign #12V-471

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 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. A misprinted label could lead to selection of an improper size replacement tire.

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. This repair will be done at no charge to you. The repair will take approximately 15 minutes to complete. 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.

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 for you at no charge. If you perform this repair yourself, you must complete the enclosed Retail Owner Reply Form and return it to Jayco in the enclosed postage-paid envelope.

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, they 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 Retail Owner Reply Form and returning it to us promptly in the enclosed postage-paid envelope. 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