



903 SOUTH MAIN STREET • P.O. BOX 460 • MIDDLEBURY, IN 46540 • TELEPHONE: (800) 945-4787 • WWW.STARCRAFTRV.COM

December 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-541

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 2013 Starcraft Autumn Ridge AR-One Travel Trailers. The affected units were manufactured between September 6, 2012 and October 17, 2012.

Starcraft RV has determined that certain recreational vehicles have wire connections in the electrical box that may prevent the wires from being tightened properly. A loose electrical wiring connection could cause excessive heat which could lead to fire, injury, or death.

The remedy for the affected recreational vehicles is to relocate specific wires in the load center in order to allow the wires to be sufficiently tightened at their connections. 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.

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 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