

STARCRAFT

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SEPTEMBER 2013

#S/N'S

#DEALER
#ADDRESS
#CITY, #STATE #ZIP

VEHICLE SAFETY DEFECT NOTIFICATION

NHTSA Recall Campaign # 13V-381

Dear Starcraft Dealer:

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

DEFECT INVOLVED

Starcraft has decided that certain Model year 2014 Comet Camping Trailers manufactured between September 18, 2012 and May 6, 2013 have a defect which relates to motor vehicle safety. The spare tire bracket mounted on the rear wall is not secured sufficiently and could detach from the wall.

The remedy for the affected vehicles is to add a metal strap to secure the spare tire bracket to the wall. If you are unable to perform this repair, please contact Starcraft Customer Service at 800-945-4787 for assistance.

Retail owners may perform the repair themselves or they may contact their nearest dealer to schedule an appointment to have this service performed 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 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 encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Starcraft 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.

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,



Joe Resil
Regulatory Compliance Manager