



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

July 2014

IMPORTANT SAFETY RECALL

This Notice Applies To Your Recreational Vehicle _____

NHTSA Recall Campaign 14V-288

Name
Address
City, State, Zip

Dear Valued Starcraft Owner:

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

Starcraft, in conjunction with Lippert Components, Inc, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2014 Autumn Ridge, AR-One and Travel Star travel trailers. Affected units were manufactured February 18, 2014 through February 27, 2014.

Certain of these vehicles were built on frames that included a 4 1/4 inch spring hanger manufactured by Lippert Component's Goshen, Indiana plant February 13, 2014 through February 24, 2014. The hanger may have a material quality defect with the material used to produce the spring hanger. The defect could cause the material to be brittle and subject to fracture under stress. If the hanger has the defect, it may fail during travel leading to an increased risk of loss of control and vehicle crash.

The remedy is to inspect the spring hanger to identify which hanger was installed and to replace the hanger if inspection confirms the defect exists. This remedy will be performed at no charge to you. 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 regarding this recall, 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 Customer Service at 800-945-4787 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. 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. If after contacting your dealer and Customer Service 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 any inconvenience this may cause. However, we have taken this action in the interest of your safety and continued satisfaction with your Starcraft recreational vehicle.

Sincerely,
Starcraft