

# STARCRAFT

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

October 2014

## **IMPORTANT SAFETY RECALL** **This Notice Applies To Your Recreational Vehicle VIN # \_\_\_\_\_** **NHTSA Recall Campaign # 14V578**

Dear Valued Starcraft RV Owner:

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

Starcraft has decided that a defect which relates to motor vehicle safety exists on certain 2015 AR-ONE travel trailers manufactured April 23, 2014 through July 18, 2014. The affected travel trailers were built with the roof air conditioner option that removed the standard roof vent, creating a void of proper air ventilation when cooking on the gas range. Inadequate ventilation may allow gas to build up and increase the risk of a fire.

The remedy for the affected vehicles is to install a vent to the outside of the trailer to allow venting while using the gas range. The repair will be done at no charge to you and should take approximately 1 hour 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 Customer Service for further instructions. 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 appropriate section of the enclosed form and return to Starcraft. 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 Starcraft Customer Service 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 this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Starcraft recreational vehicle.

Sincerely,  
Starcraft