



IMPORTANT SAFETY RECALL NOTICE

John Doe
123 Main Street
Anywhere, IN 00000

This notice applies to your vehicle: 4T9AV0000E1171000

Dear JOHN:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

The RV Factory LLC has decided that the second row seat belt anchorages on your 2015-2016 Avion Azur Motorhome fail to conform to Federal Motor Vehicle Safety Standard, FMVSS: 210 - Seat belt assembly anchorages.

Why is a recall being conducted?

The under floor seat belt brackets (4) for the 2 seats in the second row, were not manufactured by our supplier to our specifications. Specifically, a weld on the bracket was placed improperly weakening the bracket. This condition could cause the bracket to break at the weld in an accident and may result in injury in the event of a crash.

What are we doing about the problem?

The RV Factory will supply the correct brackets and also supply work instructions for the replacement of the 4 brackets in the affected vehicles. The RV Factory will make the correction directly at no charge to you or reimburse customer for a qualified 3rd party to perform repairs. The RV Factory will cover all cost to correct the problem

What should you do?

Contact The RV Factory LLC Service Department Toll Free at 844-284-6678 ext 106, where our service department will then make arrangements for a service center to complete the repairs.

What if you no longer own this vehicle?

Please forward the new owner information to: service@thervfactory.com or call 844-284-6678 ext 106

Who should you contact if you have further questions or concerns?

Call Angela Turpin, Service Director
The RV Factory
1060 East Waterford Street
Wakarusa, IN, 46573
Phone: (574)862-3702 ext: 106
Email: aturpin@thervfactory.com

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten (10) days to comply with federal regulations

If you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please call our service department at our toll free number.

If after having attempted to take advantage of this recall you believe you have not been able to have your Avion Azur Motorhome remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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 safety recall may cause, but your safety is our first concern.

Sincerely,

Angela Turpin
The RV Factory LLC