



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

SECOND NOTICE
IMPORTANT SAFETY RECALL

April 2016/April 2018

This Notice Applies To Your Recreational Vehicle «VIN»
NHTSA Recall Campaign 16V-180

Name
Address
City st zip zip2

Dear Valued Starcraft Owner:

Our records show that the Recall Remedy has not been completed on this unit. Please contact an authorized Dealer to set an appointment as soon as possible. If the Recall Remedy was performed, please complete the Reply Form on the back of this letter and return to Jayco so we can update our records.

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

Starcraft has decided that a defect that relates to motor vehicle safety exist in certain Model 2016 Launch Ultra Lite travel trailers 31BHT (JH) manufactured June 23, 2015 through September 29, 2015. The affected travel trailers may have entrance door steps attached to the side of the trailer with an incorrect type / size of bolts to ensure the steps are properly secured to the trailer.

The use of incorrect hardware may allow the step to loosen from the side of the trailer when weight is applied and could increase the risk of personal injury.

The Recall Remedy will involve an inspection of the entrance door steps and if found to be attached to the trailer with incorrect bolts, the bolts will be removed and the correct used to reinstall the steps. 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 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