

STARCRAFT

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

July 2017

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle _____
Recall Campaign 16V-082
SECOND NOTICE

Name
Address
City st zip

Dear Valued Customer:

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

Our records show your fifth wheel has not had the recall remedy performed. Starcraft, in conjunction with Atwood Mobile Products, released the initial recall notification in March 2016. Please contact a Starcraft Dealer to schedule an appointment for the remedy. IF the remedy was performed and not reported to us, please complete and return the enclosed Recall Reply form so we can update our records.

Starcraft has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 Solstice and Travel Star fifth wheels manufactured July 31 through September 17, 2015. The affected fifth wheels were manufactured with an Atwood on demand water heater that the water flow adjustment feature poppet valve may have drifted during transit or may have been set at the factory such that the water flow id at .3 gal/minute or less. This condition can lead to a scald injury to the user.

The remedy consists of an installation of a water flow adjustment STOP KEY that prevents the adjustment of the water flow down below .5 gal/min and the addition of a star or lock washer to secure the adjustment screw that prevents unintended adjustment and/or adjustment drift from vibration in transit and the placement of a warning label over the stop key and adjustment screw. Please contact your Starcraft Dealer to set an appointment for the recall repair at no charge to you. Your dealer will contact Atwood Mobile Products to coordinate the recall repairs and shipping of the recall parts. You may receive a notification from Atwood and Starcraft; both pertain to the same single recall. For more information regarding this recall, contact Atwood Mobile Products at 877-546-9074 for assistance.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. If your 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, 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 certainly regret this inconvenience; however our Customer's safety is our most important priority.

Sincerely,
Starcraft