



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 17V-325
June 14, 2017

IMPORTANT SAFETY RECALL

NAME
ADDRESS
CITY, ST ZIP-Z4

This notice applies to your vehicle: VIN

Dear Sir or Madam,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Bison Coach LLC ("Bison") has decided that certain Travel Trailers do not conform to 49 CFR Part 567 – Certification. On the vehicles subject to this recall, the Federal Certification Label may contain incorrect Gross Axle Weight information (GAWR). We apologize for any inconvenience this action may cause you, however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

It has been decided that certain travel trailers subject to this recall campaign may contain incorrect Gross Axle Weight Rating information listed on the certification label due to a clerical error. Although the information on the vehicle label may be incorrect, tires and axles of the correct size and rating were installed on the trailer. If a trailer is labeled incorrectly, the potential for improper loading of the existing tires exists. Overloading of the trailer tires could result in poor handling and increased risk of an accident.

What we will do

Bison has included the labels with this letter along with instruction on how to replace the label. If you do not wish to complete this yourself we will have an authorized dealer or repair center replace the Federal Certification Labels. This will be corrected at no expense to you, the owner. This recall should take 30 minutes to complete.

What we need you to do

Replace the certification label per the enclosed instructions at your earliest convenience. If you choose to have this performed please contact your local dealer to set up an appointment to have this inspected and if needed corrected immediately, this service will be performed free of charge.

You will need the following information for the phone call:

- VIN of your travel trailer
- Name, Address, and Phone Number

If you have questions concerning this recall or if you need any assistance please contact the **Warranty/Service Department** by mail at Bison warranty department, 1002 N. Old SR 15, Milford, IN 46542 or by phone at 574-658-4161. If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Bison by contacting the **Bison Warranty/Service Department**.

If after contacting Bison Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Bison Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

