



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 6, 2019

Ms. Terri Tobias  
Regulatory Compliance Manager  
Starcraft RV  
903 South Main Street  
P.O. Box 460  
Middlebury, IN 46540

NEF-150KL  
19V-748

**Subject:** Water Heater May Scald Operator

Dear Ms. Tobias:

This letter serves to acknowledge Starcraft RV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
STARCRAFT/SOLSTICE/2016

**Mfr's Report Date:** October 18, 2019

**NHTSA Campaign Number:** 19V-748

**Components:**  
EQUIPMENT:RECREATIONAL VEHICLE:LPG WATER HEATER

**Potential Number of Units Affected:** 5

**Problem Description:**

Starcraft RV (Starcraft) is recalling 2016 Solstice Travel Star fifth wheel trailers equipped with Atwood on-demand water heaters. The water heaters have a water and gas valve that may cause the water heater to overheat the water in the hot water supply tap.

**Consequence:**

The overheating of the water may result in the release of steam, possibly causing the operator is to scald themselves, increasing the risk of injury.

**Remedy:**

Starcraft will notify owners, and Atwood dealers will install a water flow adjustment stop key that prevents the recall condition from occurring, free of charge. The recall began on October 23, 2019. Owners may contact Starcraft customer service at 1-800-945-4787 or Atwood customer service at 1-877-546-9074.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

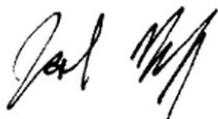
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement