



504 South Oakland Avenue  
Nappanee, Indiana 46550  
574-773-1000

## IMPORTANT SAFETY RECALL 19V560

August 26, 2019

[Dealer Name]

[Street Address]

[City, State, Zip code]

Unit VIN: [VIN]

Dear Dealer,

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

Gulf Stream Coach, Inc. has decided that a defect which relates to vehicle safety exists in the Federal ID label installed on your 2017 Serro Scotty S14RBR. The originally installed Federal Identification Label may not contain the correct Gross Vehicle Weight Rating (GVWR). The label incorrectly indicates a GVWR of 3,710 lbs. (1683 Kg) instead of 2950 lbs. (1338 Kg). As a result, the vehicle could be overloaded, which may result in poor vehicle handling characteristics, increasing the risk of a crash causing injury and /or damage to property.

A replacement label is enclosed to replace the original label. To install, make sure the original label is removed from the vehicle, the area where the original label was installed should be clean and dry to promote adequate adhesion of the new replacement label. Remove the label backer exposing the adhesive backed label and put in place with applied pressure. Along with replacing the label, the Recall remedy includes inspecting for any tire potential tire damage that may have occurred as a result of possible overloading. Once label is installed, and inspections and repairs are complete, please return the enclosed postage paid card to complete this process.

### **Dealer Campaign Responsibility:**

Our records indicate the vehicle identified above is still in your possession. Federal Law requires that this unit be repaired prior to delivery to a retail customer. Therefore the vehicle must be held and repaired per the service procedure of this Recall campaign before an owner takes possession.

If the vehicle covered by this Safety Recall Notice is no longer in inventory, please provide the contact information for the new owner by calling Gulf Stream Coach, Inc. at (800)482-6456 or by filling out and returning the enclosed prepaid postcard.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

If you experience any difficulties in completing the label replacement installation or have any questions regarding this matter, please contact Gulf Stream Coach, Inc. at (800) 289-8787 or [towtech@gulfstreamcoach.com](mailto:towtech@gulfstreamcoach.com).

If after having attempted to take advantage of this recall you believe you have not been able to replace the original label 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 Avenue SE, Washington, DC 20590, or call the Vehicle Safety Hotline (888) 327-4236, 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,

Gulf Stream Coach, Inc.