



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 10, 2020

Mr. Steve Thorne
National Warranty Manager
Airstream, Inc.
419 W Pike St.
Jackson Center, OH 45365

NEF-150KL
20V-391

Subject: Bolts Securing Suspension Spring May Be Too Long

Dear Mr. Thorne:

This letter serves to acknowledge Airstream, Inc.'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:

AIRSTREAM/INTERSTATE/2020-2021

Mfr's Report Date: July 2, 2020

NHTSA Campaign Number: 20V-391

Components:

SUSPENSION: MULTIPLE AXLE

Potential Number of Units Affected: 35

Problem Description:

Airstream, Inc. (Airstream) is recalling certain model year 2020-2021 Airstream Interstate motorhomes equipped with VB suspension systems. The lock portion of the countersink bolts attaching the VB Suspension system to the vehicle may be too long preventing the panhard rod bracket from fully contacting the springs, resulting in bolts absorbing the load instead of the bracket.

Consequence:

If the bolts carry the load rather than the bracket, it can cause them to break, affecting the vehicle handling and increasing the risk of a crash.

Remedy:

Airstream will notify owners, and dealers will replace the suspension bolts, free of charge. The recall is expected to begin August 31, 2020. Owners may contact Airstream customer service at 1-877-596-6505.

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.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing. AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

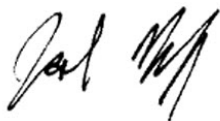
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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. We look forward to working with you.

Sincerely,



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