

Part 573 Safety Recall Report

20V-349

Manufacturer Name : Airstream, Inc.**Submission Date :** JUN 12, 2020**NHTSA Recall No. :** 20V-349**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Airstream, Inc.

Address : 419 West Pike Street
PO Box 629 Jackson Center OH
45334-0629

Company phone : 937-596-6111

Population :

Number of potentially involved : 732

Estimated percentage with defect : 29 %

Vehicle Information :

Vehicle 1 : 2017-2018 Airstream 2017 Basecamp, 2018 Basecamp

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : To determine the recall population we researched claim data for all Basecamp travel trailers and all occurrences relating to what took place. Based on the information, and severity of the occurrences we were able to determine the population only affecting the model years 2017 and 2018 Basecamp travel trailers.

Production Dates : SEP 08, 2016 - SEP 28, 2017

VIN Range 1 : Begin : 1SMG4DC17HJ203002 End : 1SMG4DC15JJ20500

 Not sequential**Description of Defect :****Description of the Defect :**

On certain MY 2017 & 2018 Basecamp travel trailers, the adhesive bond between the glass and metal frame of the entry door window may fail which would allow the glass to separate from the window frame.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the window glass detaches while the trailer is in transit, it could become a projectile, increasing the risk of a crash, personal injury and/or property damage. Airstream is not aware of any crashes or injuries related to this condition.

Description of the Cause : The window surface during manufacturing was improperly prepared to allow the adhesive to bond properly. The window surface during manufacturing was improperly prepared to allow the adhesive to bond properly.

Identification of Any Warning that can Occur : Poor adhesion can be detected by applying force to the window.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

3/23/20 - 5/20/20 - Operations at Airstream were impacted by COVID related stay-at-home orders. Ohio issued its stay-at-home order and Airstream shut down its operations. 3/25/20 - NHTSA requested follow-up on VOQ 11042958. 3/30/20 - Airstream performs initial minimal review of this VOQ and determines more investigation is required. This investigation was delayed due to Ohio stay-at-home order due to COVID 19. 5/6/20 - Airstream begins partial return of workforce. 5/6/20 - Warranty information reviewed and decision was made to forward the issue to Airstream Safety Committee. 5/12/20 - Airstream Safety Committee reviews issue and decides to issue a technical service bulletin to include notifications to owners regarding the issue. 6/4/20 - Airstream is notified that at other Thor Companies a similar condition of window bonding existed and was questioned by NHTSA. 6/10/20 - Airstream conducted another Safety Committee meeting to review the concerns expressed by NHTSA. The committee voted to elevate this TSB to a safety recall in alignment with the other Thor Subsidiaries for a similar issue.

Description of Remedy :

Description of Remedy Program : Dealers will be instructed to test the windows from the affected production population for proper adhesive bond strength. If the glass shows evidence of separation, the window will be replaced and a trim strip will be installed to mechanically secure the window. If the glass does not show evidence of separation, a trim strip will be installed to mechanically secure the window. This will be done at no cost to the owner.

How Remedy Component Differs from Recalled Component : There is not a distinguishable difference in the appearance of the bonded window. The date of manufacture on the Federal Certification Label would be the way to determine if the window bonding is correct Any unit manufactured after 10/1/2017 would have a properly bonded window. In addition, if there is a trim strip (part number 204166 - Door Header Trim) installed at the top of the window that would indicate a remedied trailer.

Identify How/When Recall Condition was Corrected in Production : The condition was corrected when production implemented a process for preparing the window and frame surface during the installation process.

Recall Schedule :

Description of Recall Schedule : Airstream will send dealer and owner notification letters once approved by NHTSA.

Planned Dealer Notification Date : AUG 11, 2020 - AUG 11, 2020

Planned Owner Notification Date : AUG 11, 2020 - AUG 11, 2020

* NR - Not Reported