



419 W. Pike St., Jackson Center, OH 45334

IMPORTANT SAFETY RECALL

Airstream Basecamp Travel Trailer

NHTSA 20V-349/Transport Canada 2020-263

Date: 7/10/20

TO: Airstream Dealer

PROBLEM:

Airstream has determined that the main door glass can come loose from the metal frame on certain 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. If this occurs, the glass could become a projectile, increasing the risk of a crash, personal injury and/or property damage.

RANGE OF VEHICLES INVOLVED:

2017 & 2018 Airstream Basecamp built between **September 8, 2016-September 28, 2017**

Serial Number Range: **203002-205000**

Note: Because our VINs do not run in a contiguous series, there will be units in the VIN range which will not be affected by this recall.

Operation Code & Flat Rates:

The time allowed for this repair is as follows:

Option 1: TTSBR8378100 - Inspection/Door Header Trim Installation = .50 hrs.

Option 2: TTSBR8379100 - Inspection/Window Replacement/Install Door Header Trim = 2.5hrs

WARRANTY REIMBURSEMENT:

A notice of this recall has been sent to affected retail owners. A copy of the Owner's letter is included for your review. They may request that you complete the repair. If so, please follow the warranty reimbursement procedure. If the unit and/or units are in your inventory, or if you are requested to perform the repair for the retail customer, please complete the advised repair and send in a warranty claim referencing this recall number for reimbursement. The time allowed for repair is .50 hrs.

SERVICE ACTION:

Inspection of the main door glass. If the main door glass is loose the glass will need to be removed, the metal frame cleaned, prepped, adhesive applied, and glass reinstalled. Also, a piece plastic trim will need to be installed to the top of the door.



Please contact the **Airstream Warranty Department** at **877-596-6111 Ext. 7401** to order the breaker fuse labels. These will be sent at no charge.

Notice:

Per CFR § 577.13(b) - Notification to dealers and distributors. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

encl. – Owners Letter, Repair Procedure



Rick March

General Manager of Airstream Customer Service Group

Re: NHTSA Recall No. 20V-349
Transport Canada 2020-263