

Important Safety Recall

Recall Number: NHTSA 20V-349/Transport Canada 2020-263

Product Line: Model Year 2017 & 2018 Basecamp

Subject: Entry Door Window

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.

Operation Codes & Labor Rates:

Option 1: TTSTR8378100 - Inspection/Door Header Trim Installation = .50 hrs.

Option 2: TTSTR8379100 - Inspection/Window Replacement/Install Door Header Trim = 2.5hrs

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.

Please contact the Airstream Customer Service office at 877-596-6111 ext. 7401 if parts are needed and they will be sent at no charge.

Equipment Needed:

- Cordless Drill/Screw Driver #40 Drill Bit
- Caulking Gun
- Plastic Scraper Metal Scraper
- Wire (to separate the glass from the frame)

Parts Needed to Install Door Header Trim:

- 204166 - Door Header Trim 1 ea.
- 345418 - #6x3/4 stainless steel screws 6ea.

Parts Needed if the Glass is Loose

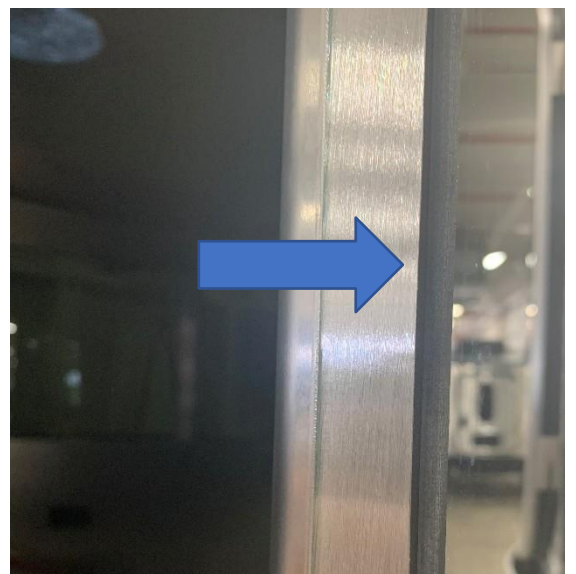
- 195467-18 Lords Adhesive
- 365367 – Gasket
- 372282 - Main door glass (*only if glass breaks during removal*)

The main door glass will need to be checked to see if the sealant is loose. Also, a plastic trim piece will need to be added to the top of the door.



Start by opening the door and pushing on the glass from the inside around the interior frame. Push it outward from the inside of the door and observing the seal around the entire glass surface. Also make sure the adhesion between the tape adhesive to the glass, and the gasket adhesive to the glass are being maintained.

Watch the side and top of the door frame where the glass meets the frame to see if glass is separating from the frame.



If the glass is loose, you will need to remove the glass and re-attach the glass to the frame. If the glass is not loose, you will only need to install the door header to the top of the door trim.

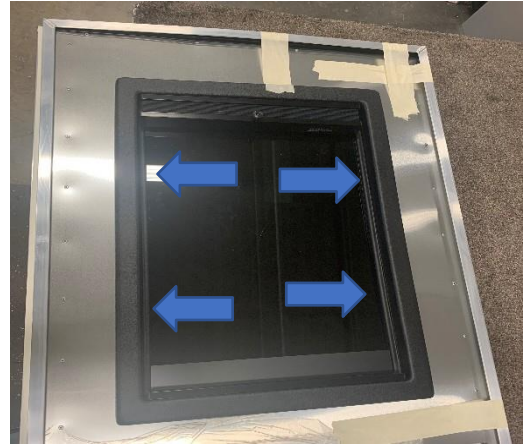
Installation instructions for the door header trim are available on the last page of this how-to.

If the Glass is Loose:

The glass has adhesive on all 4 sides that adhere it to the door frame.



Remove the plastic glass trim and blind by drilling out the rivets with #30 drill bit.



After the glass trim is removed drill out the interior skin of the door with a #30 drill bit and remove the skin.



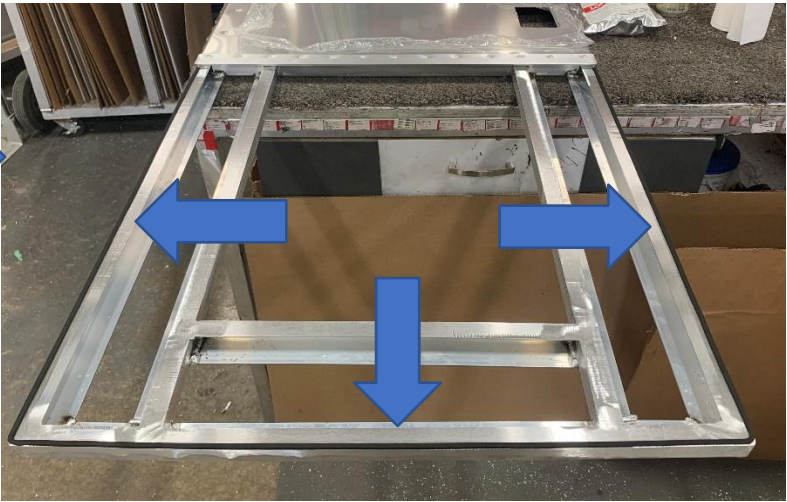
Use a plastic scraping tool or wire and work it between the glass and the frame to completely release the glass.



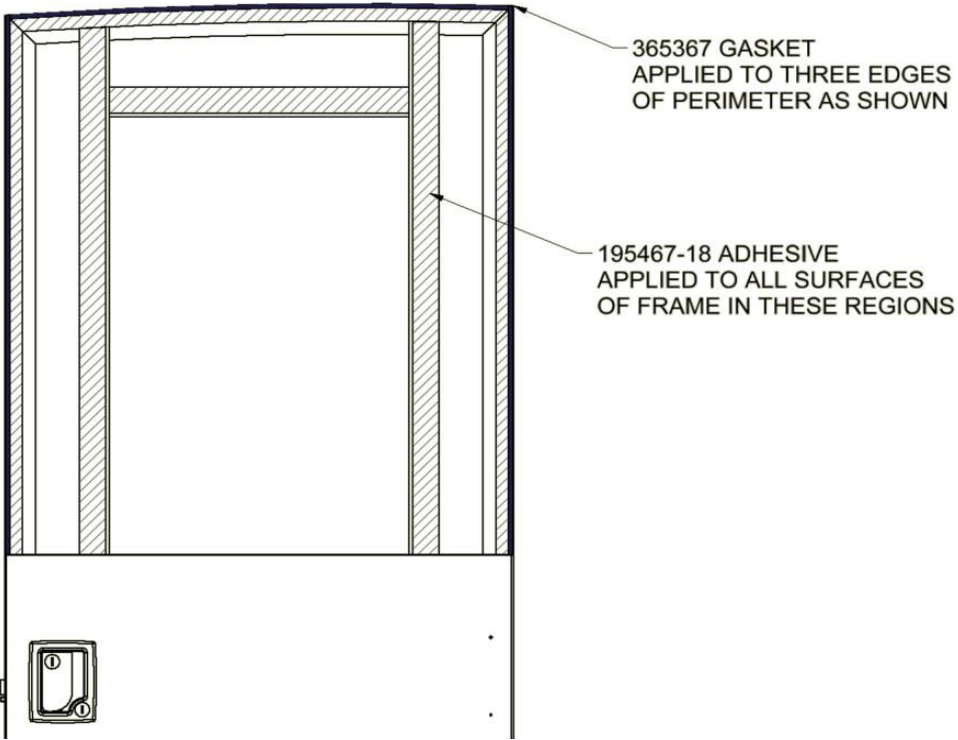
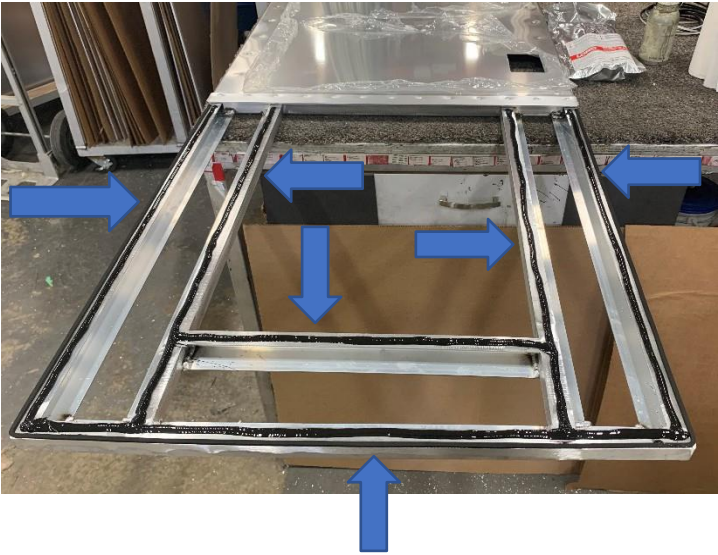
Clean all of the old adhesive off of the frame and glass, and be careful not to scratch the glass. A metal scraper can be used to get the sealant off of the frame. Surfaces should be free of grease, dirt, and other contaminants. Wipe the frame surface clean with alcohol.



Apply the (part number 365367) gasket to frame between extrusion and glass on outer edge.



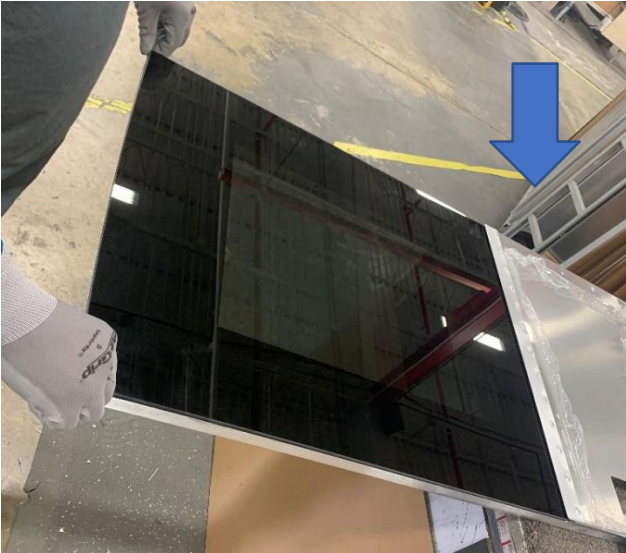
Apply (part number 195467-18 Lords adhesive) adhesive to door frame and attach glass. The bead of sealant should be 1/4" wide and 1/4" thick.



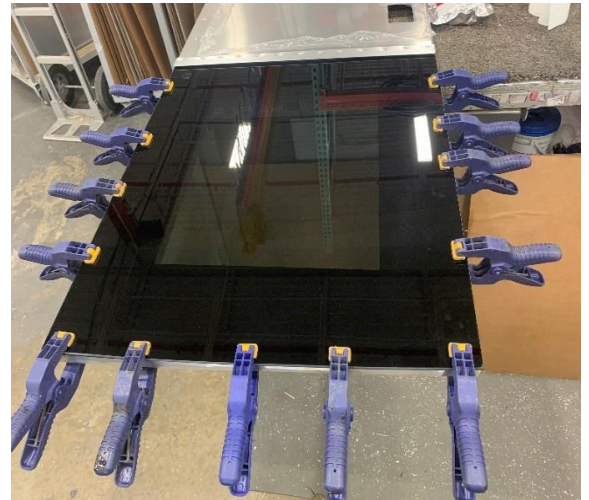
Clamp the glass in place for at least 30 minutes, and tighten enough to compress the rubber gasket.
Adhesive fully cures in 24 hours.

Handling time is 3-5 minutes. Note clean-up of wet adhesive should be done with a solvent, do not use alcohol.

Slide the edge of the glass to the bottom of the track and line up the sides before laying it down on the frame.



Clamp the sides and the top of the glass to the frame. Only clamp tight enough to hold the glass against the gasket so the gasket is 1/16" thick.



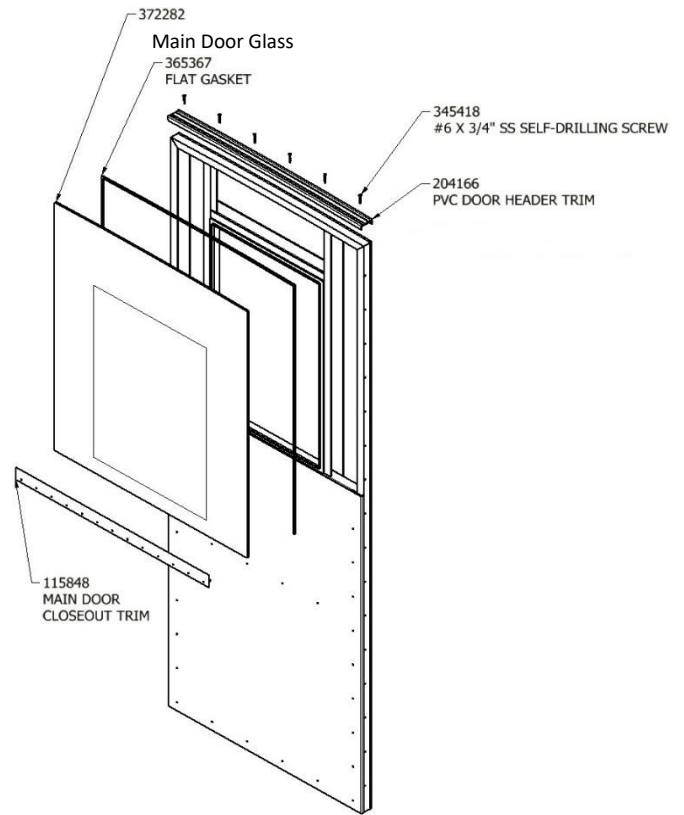
Re-install the inside skin and the glass closeout and shade.

Installation of the Door Header Trim:

If the glass was not loose or after you have re-attached the glass the door header will need to be installed.



TOP DOOR CROSS SECTION



Use a #40 drill bit and predrill holes through the header into the door frame. Install 6 #6 x 3/4 Stainless steel screws (part number 345418) into the predrilled holes.

Door header trim part number 204166



