



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

IMPORTANT SAFETY RECALL

Airstream Basecamp Travel Trailer NHTSA 21V-195/Transport Canada 2021-175

Date: 5/7/2021

TO: Airstream Dealer

PROBLEM:

Airstream has determined that the bolts securing the roof mount air conditioner may have a tendency to loosen or break on 2017 - 2019 & certain 2020 Basecamp travel trailers. In the event the bolts break, or loosen, the air conditioner could separate from the trailer. If this occurs, the air conditioner could become a projectile, increasing the risk of a crash, personal injury and/or property damage.

RANGE OF VEHICLES INVOLVED:

2017 - 2019 & certain 2020 Airstream Basecamp built between **September 8, 2016-August 8, 2019**

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:

TTSBR8382100 - Inspection/AC Securement Recall = .5 hrs.

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 bolts securing the air conditioner. The next step will be to install additional foam support blocks under the rear of the air conditioner for increased support and then replace the bolts with grade 5 bolts. Note: The new bolts will need to be torqued to 40 IP. If any of the bolts are unable to be tightened to the prescribed torque rating, the air conditioner will be replaced. The new air conditioner will be installed using the grade 5 bolts (torqued to 40 IP), as well as the additional foam support blocks.



Please contact the **Airstream Warranty Department at 877-596-6111 Ext. 7491** to order the necessary parts to complete the recall remedy. 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. 21V-195
Transport Canada 2021-175