



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

IMPORTANT SAFETY RECALL

Airstream Travel Trailer
NHTSA 22V-348/Transport Canada 2022-355

Date: 7/15/2022

TO: Airstream Dealer

PROBLEM:

Airstream has determined that the manual step had been assembled with a chamfered washer with a gap that is out of tolerance. This may allow the fastener screwhead to be pulled through the washer and may cause the step support arm to separate from the step tread and collapse on certain 2022 International, Flying Cloud, Globetrotter, Pottery Barn & Classic & certain 2023 International and Globetrotter travel trailers. In the event the washers fail, this could cause the step support arm to separate from the step tread and collapse, increasing the risk personal injury and/or property damage.

RANGE OF VEHICLES INVOLVED:

2022 - International, Flying Cloud, Globetrotter, Pottery Barn & Classic, and 2023 - International and Globetrotter manufactured between March 28, 2022-June 1, 2022

Serial Number Range: **561832 -563070**

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:
TTsBR8902100 – Replace 6 washers = .50 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:

Replace the old washer with the corrected washer. Place Loctite thread locker on the threads of the screw. Hand tighten the screw back into the washer and step assembly. This will be done at no cost to the customer.



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. 22V-348
Transport Canada 2022-355