

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: «VIN»

«Owner_name»

«Street»

«City», «State» «Zip»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Airstream has decided that a defect that relates to motor vehicle safety exists in Model Year 2021 & 2022 Atlas & Interstate touring coaches as well as, Bambi & Basecamp travel trailers. As a result, Airstream is conducting a safety recall.

Reason for this recall

Airstream, Inc. (Airstream) is recalling 2021 & 2022 Atlas & Interstate touring coaches as well as, Bambi & Basecamp travel trailers. The Dometic 2 burner (SMEV) control valve, mated directly to the control knob via the valve stem, on the cooktop may leak gas. The burner control valve may have incurred abrasions, internally or externally, on the mating metal sealing surfaces of the burner control valve that may have led to leaks. If a gas leak occurs, this could result in a fire, personal injury and/or property damage.

What we will do

Airstream dealers will be instructed to perform an inspection of the cooktops. If the cooktop IS NOT part of the affected population, no further action is required. If the cooktop IS part of the affected population, Airstream will provide all parts and labor free of charge. An authorized Airstream dealer will need to perform the recall and replace the cooktop. The model and serial number are required to be logged on the claim and will be needed when contacting Dometic to order the replacement cooktop. Upon receiving the cooktop, the remedy instructions will be provided as well as a recall response card that must be filled out and sent back to Dometic as stated in their instructions. This will be done at no cost to the customer. This repair will take approximately 1 hour.

What we need you to do

At the time your vehicle was being manufactured Airstream was using two different vendors due to supply chain shortages. Because of this, if your unit has a Suburban 2 burner cooktop, you are not affected by this recall. For tracking purposes, please contact Airstream Customer Service via email at support@airstream.com and provide us with the last 6 digits of your VIN.

If your unit has a Dometic 2 burner cooktop you should contact your selling dealer immediately to schedule a service appointment to have the recall completed on your vehicle.

If you have any questions concerning this recall or if you need any assistance, please contact the Airstream Customer Service Department by mail at Airstream, P.O. Box 629, Jackson Center, OH 45334-0629, or by phone at 877-596-6111 ext. 7491. If you have had the appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Airstream by contacting the Airstream Customer Service Department.

If after contacting Airstream Customer Service you are still not satisfied, we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We apologize for any inconvenience this action may cause you; however, your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,
Airstream



Rick March
General Manager of Airstream Customer Support Group
cc: National Highway Traffic Safety Administration (NHTSA)

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall:

NHTSA 22V-595/Transport Canada 2022-544

Safety Advisory:

September 21, 2022

