



IMPORTANT SAFETY RECALL NOTICE 23V231

April 28, 2023

[DEALER NAME]
[DEALER ADDRESS]
[DEALER CITY, STATE ZIP CODE]

Unit VIN: [VIN]

Model: [Model]

Serial: [serial number]

Dear Dealer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Gulf Stream Coach, Inc., is recalling certain 2023 and 2024 model year Conquest and BT Cruiser Class C Mini Motor Homes, model 5240, 6220, 6280, 5210B, 5230B, 5240B, 5245B, 5255B, 5270B, 54245B, 6220D, 6220LE, 6235D, 6237D, 6237LE, 62389D, 6238D, 6245D, 6250D, 6280D, 6280LE, 63111C, 6314D, 6316D, 6317D, 6320D due to a potential entry door latch failure which may not allow entry or exit.

Problem Description:

An issue may exist in certain Dexter supplied entry doors for motorized RV products built with Global Link Motorized Rotary Latch. The interior handle may fracture and separate from the lock mechanism preventing the door from opening and closing.

Consequence:

There is the possibility that the latch may malfunction and pose an issue with exiting or entering the motorhome, potentially leading to a safety issue and increasing the risk of injury.

Remedy:

Request the parts to replace the recalled component by contacting the Motorized Parts Department at 1-800-289-8787 ext. 3406 or mbirchfield@gulfstreamcoach.com, provide the unit VIN [VIN] and Recall Number [23V231].

Reimbursement for completing the recall is managed through the Warranty and Service Department. File a claim through the dealer portal. For questions regarding reimbursement contact 1-800-289-8787 ext. 5208.

Once the repairs are complete, please complete and return the enclosed postcard that is pre-stamped and addressed for your convenience. You may also email completion information to: recalls@gulfstreamcoach.com.

Dealer Campaign Responsibility:

Our records indicate the vehicle identified above is still in your possession. Federal Law requires that this unit be repaired prior to delivery to a retail customer. Therefore, the vehicle must be held and repaired per the service procedure of this Recall campaign before an owner takes possession.

If the vehicle covered by this Safety Recall Notice is no longer in inventory, please provide the contact information for the new owner: 1-800-289-8787 ext. 3029, recalls@gulfstreamcoach.com or complete and return the enclosed prepaid postcard.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

If after having attempted to take advantage of this recall you believe that the service and repair that you have received through Gulf Stream Coach is unsatisfactory you may submit a complaint to the Administrator, National Highway Traffic Safety Administration 1200 New Jersey Avenue SE, Washington, DC 20590, or call the Vehicle Safety Hotline (888) 327-4236, 800-424-9153 or go to <http://www.safercar.gov>.

For any questions regarding this Recall, please contact 1-800-289-8787 ext. 3029 or recalls@gulfstreamcoach.com.

We apologize for any inconvenience this Safety Recall may cause, but your safety is our first concern.

Sincerely,
Gulf Stream Coach, Inc.