

AIRSTREAM®

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 2021-2023 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 2021-2023 Atlas & Interstate touring coaches as well as Bambi & Basecamp travel trailers. Per Suburban Recall 22E-035, "The internal aluminum burner tubes connecting the gas valves to the cook top burners can fracture from excessive vibration or shock experienced through travel in a RV." 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. Depending on the inspection results, if there are no leaks within the cooktop, the dealer will follow Suburban's remedy instructions and install the support bracket. If leaks are detected, the cooktop will need to be replaced with the corrected Suburban 2 burner cooktop (Part Number - 3036AST). At this point, the dealer will contact Suburban to order the replacement cooktop. This will be done at no cost to the customer. This repair will take approximately .25 hours.

What we need you to do

You should contact your selling dealer immediately to schedule a service appointment to have the repair performed 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 for travel trailer & ext. 7401 for touring coach. 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.

Note: If you wish to acquire the regulator bracket directly from Suburban prior to arriving for your recall repair appointment, you can contact Suburban Tech Support at 574-247-9235. Be prepared to provide your Airstream serial number.

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 23V-134/Transport Canada 2023-168

Safety Advisory:

April ??, 2023

