

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 certain Model Year 2021-2023 Basecamp (16' & 20') travel trailers. As a result, Airstream is conducting a safety recall.

Reason for this recall

Airstream, Inc. (Airstream) is recalling certain 2021-2023 Basecamp (16' & 20') travel trailers manufactured without the optional roof mounted air conditioner. These units were manufactured with a 12-gauge wire which is intended for future installation of a roof mounted air conditioner. This wire was capped using a Wago connector, but not terminated inside of a junction box. Because the wire was connected to the circuit breaker, and if the Wago connector were to separate from the wire, there may be a potential for a "hot skin" scenario. This could increase the risk of personal injury and/or property damage.

What we will do

Airstream dealers will be instructed to remove the wire from the circuit breaker in the power center. The end of the 12-gauge wire will be insulated with electrical tape & coiled neatly behind the power center. This will eliminate the possibility of a "hot skin" scenario. The repair will be done at no cost to the customer. The repair will take approximately .50 hrs.

What we need you to do

You should contact your nearest 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 at support@airstream.com, 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 23V-614/Transport Canada 2023-499

Safety Advisory:
October 12, 2023

