

AIRSTREAM®

IMPORTANT SAFETY RECALL

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall:
NHTSA 23V-860/Transport Canada Recall 2024-013

Safety Advisory:
February 16, 2024

Dear Owner:

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 2021-2023 model year Basecamp 20X travel trailers. As a result, Airstream is conducting a safety recall.

Reason for this recall

The 2021-2023 model year Basecamp 20X travel trailers affected by this recall have been identified as having a spare tire bracket that may fail. This could cause the spare tire to separate from the carrier, increasing the risk of a crash, personal injury and/or property damage.

What we will do

Dealers will be instructed to perform an inspection of the hat bracket. If fracturing has occurred, the dealer will replace the hat bracket following the process provided by Airstream. A support bracket will be installed to provide the hat bracket additional support to carry the load of the spare tire carrier. If fracturing is not apparent, the dealer will install the additional bracket only. This will be completed at no cost to the owner. The remedy should take approximately 30 minutes to perform.

Note: Airstream recommends that owners should remove the spare tire from the carrier prior to having the repairs performed to avoid the possibility of a mounting bracket failure.

What we need you to do

You should contact your selling dealer immediately to schedule a service appointment to have the inspection 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.

If you no longer own the vehicle please contact Airstream Customer Service at support@airstream.com, or by phone at 877-596-6111 ext. 7401.

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)

