

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 National Traffic and Motor Vehicle Safety Act. Airstream has decided that a defect, which relates to motor vehicle safety, exists in certain **model year 2023-2024 Atlas touring coaches**. As a result, Airstream is conducting a safety recall.

Reason for this recall

Airstream, Inc. (Airstream) is recalling certain **model year 2023-2024 Atlas touring coaches**. There are units that do not have the heat shield installed above the generator. This can expose the subflooring to excessive heat, which could result in a fire, increasing the risk of personal injury and/or property damage.

What we will do

Airstream dealers will be instructed to install the heat shield to the underside of the subfloor above the generator. This will be done at no cost to the customer. This repair will take approximately 1 hour.

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 at support@airstream.com, or by phone at 877-596-6111 ext. 7401. 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 24V-314

Safety Advisory:
June 6, 2024

