

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 2025 & 2026 Interstate motorhomes**. As a result, Airstream is conducting a safety recall. To reduce the safety risk, Airstream advises against using the Carefree App while the vehicle is in motion.

Reason for this recall

Airstream, Inc. (Airstream) is recalling certain **model year 2025 & 2026 Interstate motorhomes**. Awnings may not properly engage their lockout state while the vehicle is in motion due to the PSM (*Parametric Special Module*) pinning assignment of the ADO (*Awning Disable Operation*). In the event that the awning deploys while the vehicle is in motion, it may detach, resulting in the increased risk of personal injury and/or property damage.

What we will do

Airstream dealers will be instructed to correct the PSM pinning assignment of the ADO. This will be done at no cost to the consumer and will take approximately .40 hours.

What we need you to do

You should contact your selling dealer immediately to schedule a service appointment for the repair of 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 receiving 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, extension 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)

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall:
NHTSA 25V-450

Safety Advisory:
July 31, 2025

