

September 2015

**Technical Service Bulletin Notification TSB #15-010**

**Name**  
**Address**  
**City st zip**  
**Country**

Dear Valued Starcraft Dealer:

Starcraft has determined that certain Model Year 2015 and 2016 Autumn Ridge, AR-ONE, Launch Ultra Lite and Launch travel trailers require inspection of the rock guard window for possible glue failure that holds the glass to the frame. If the glue has failed, the window may allow moisture to enter the travel trailer.

Our records indicate the following affected fifth travel trailers are currently stock unit/s at your Dealership. Affected units that are currently stock should be repaired prior to being retail sold.

Serial number

If you have sold the vehicle/s listed as a stock unit /s, please contact the current owner regarding this Service Bulletin and process the Warranty Registration of your customer. All information concerning this TSB is available to you on Starcraft Connect under the Service and Parts Tab. If you have questions, please contact Starcraft Customer Service at 800-945-4787.

We apologize for any inconvenience this may cause. However, we are confident that this improvement will contribute to our Customers' continued satisfaction with their Starcraft travel trailer.

Sincerely,  
Starcraft



# ROCK GUARD WINDOW GLASS AND FRAME SEPARATION

## WINDOWS

### Purpose

The intent of this document is to provide direction on how to check Rock Guard windows provided by Lippert Components and installed in some Starcraft Travel Trailers to determine if there is a need to replace the component completely (Fig. 1). Due to a small number of Rock Guard windows having a possible glue failure issue where the glass is affixed to the frame of the window, the below instructions for inspection should be followed.

### Procedure

1. Open the rock guard portion of the window assembly.
2. From the inside of the coach, press on the glass at the bottom of the window (Fig. 2).
3. If the glass pane separates from the window frame at all (Fig. 3), the entire assembly **MUST** be replaced.
4. If the glass pane does not separate from the frame, no replacement of the assembly is required.

