

# Airstream Service Bulletin

Technical Service Bulletin Number: 188

Product Line: Basecamp 16' & 20'

Subject: Solar Rock Guard Fastener

Operation code: **TTSBR8393079**

Labor rate will be: .2 Hrs.

It has come to our attention, that in certain scenarios on model year 2020-2022 Airstream Basecamp 16' & 20' the solar rock guards 1/4 turn fastener is not locking properly into the rubber receptacle. The fastener should fit tight and not be loosely attached. If the fastener is loose, the wrong length may have been used during production. The correct fastener length should be 140 and is labeled on the head of the fastener. If a customer has a fastener that will not lock into place, only the 1/4 fastener will need to be replaced.

Please contact the Airstream Customer Service office at 877-344-1076 ext. 7491 if parts are needed and they will be sent at no charge.

## **RANGE OF VEHICLES INVOLVED:**

Airstream built between: **August 1st, 2019 - July 14th, 2021**

Serial number range: **204652 - 206288**

**Note:** Because our VINs do not run in a contiguous series, there will be units in the VIN range which will not be affected by this Service Bulletin.

## Equipment Needed:

Phillips screwdriver



## Parts Needed:

If any of the 1/4 turn fasteners need replaced they will need to be ordered through the warranty department. The part numbers are 1/4 turn fastener stud 685358-01 and the split ring retainer 685362



The Basecamp model is equipped with two fasteners locking each stone guard into place. There are six fasteners in total.



The rubber receptacle is attached to the trailers window frame. The 1/4 turn fastener stud and split ring retainer are attached to the stone guard.

Rubber receptacle  
(Football) this is receptacle  
the fastener stud sets into.



Split ring installed  
on fastener stud



Split ring retainer  
Part # 685362



(140) 1/4 turn fastener  
stud part # 685358-01



If a fastener does not secure properly, only the 1/4 turn stud and split ring retainer needs to be replaced. The correct fastener will have the length 140 printed on the top of the fastener.



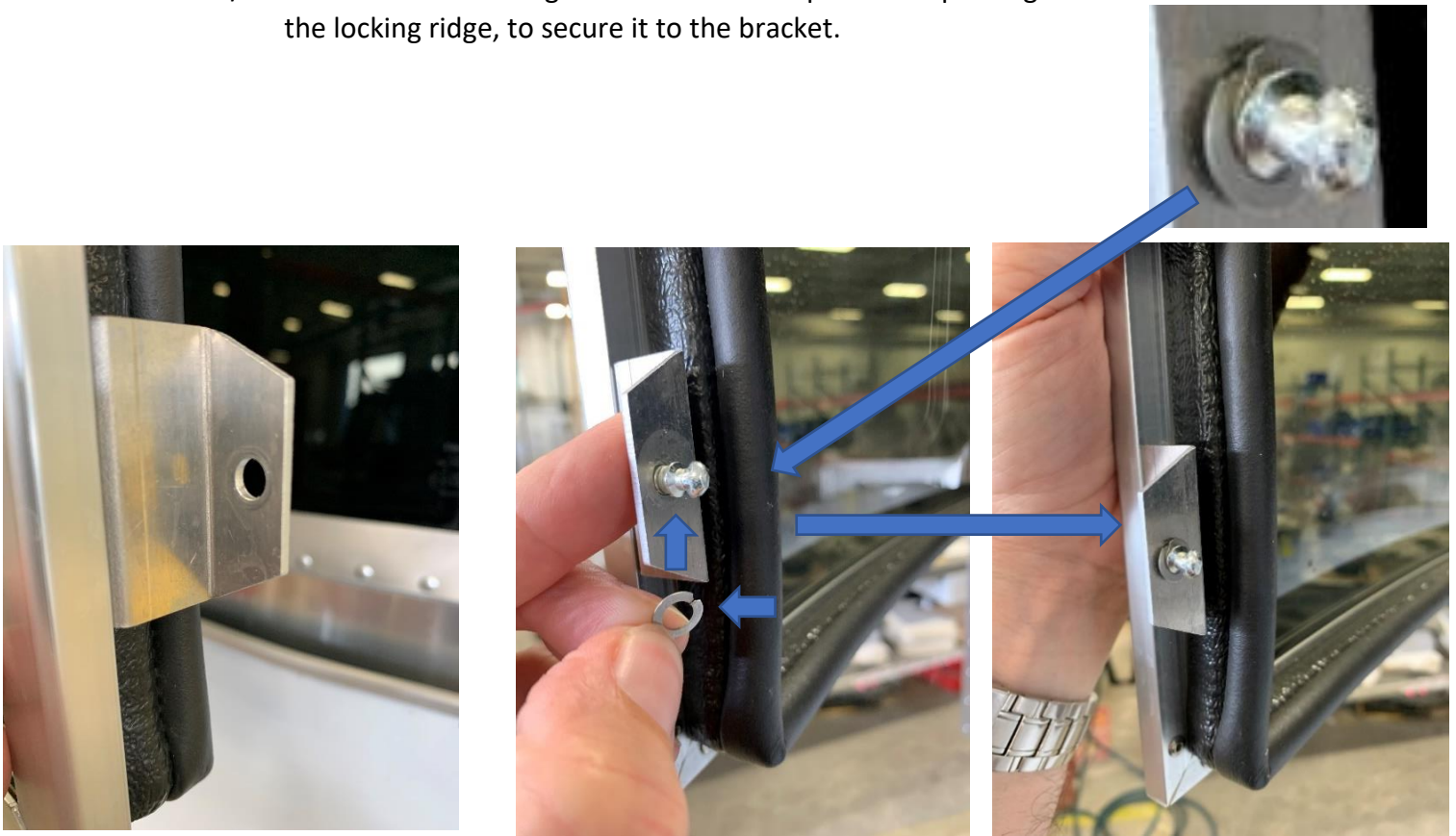
To disconnect the fastener, use a Phillips screwdriver and turn the fastener stud 1/4 turn, counterclockwise.



To remove the 1/4 turn stud, remove the split ring retainer and pull the 1/4 turn stud out of the bracket.



Install the new 1/4 turn fastener into the guard bracket and replace the split ring over the locking ridge, to secure it to the bracket.



Close the stone guard, and using the Phillips screwdriver, insert the 1/4 fastener into the rubber receptacle and lock it into place by turning it 1/4 turn. Note: do not keep turning the fastener as it could damage the internal parts of the rubber receptacle.

