

AIRSTREAM™

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SAFETY RECALL NOTICE

Airstream Inc. Voluntary Recall Campaign: (Campaign No. 04V-506)

Vehicles Affected: Certain 2004 Airstream Inc. Travel Trailers

Dear Airstream Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Airstream Inc. has decided that a defect that relates to motor vehicle safety exists in Airstream Inc. Classic, International and Safari travel trailers with Henschen brand axles manufactured in the 2004 model year. Airstream Inc. production numbers affected range from 515557 through 516568, (not inclusive). Our records indicate your travel trailer is affected by this recall.

Safety Defect: The outer wheel bearing in the hub of your axle may fail, leading to the unexpected separation of the wheel from the axle. The probable cause for this failure is two-fold. First, there may be an inadequate amount of grease in the hub assembly of the Henschen axle. Second, the grease in the hub may break down under normal operating conditions into a liquid that inadequately lubricates the outer bearing. Inadequate lubrication of the outer bearing can begin a chain of events that could lead to wheel separation.

Potential Risk: The above defect could lead to the sudden, unexpected separation of one or more wheels from your travel trailer. The loss of a wheel could cause your trailer to handle erratically or go out of control causing you to crash, resulting in serious injury or death. A lost wheel could also strike an oncoming or following vehicle causing it to crash, resulting in serious injury or death to those involved. Finally, a lost wheel could strike a passerby causing serious injury or death. To date, Airstream Inc. does not have any knowledge of injuries having occurred from wheels separating from Airstream travel trailers.

Precautions: Until your travel trailer is inspected and repaired, Airstream Inc. suggests you limit travel as much as possible. Before traveling, examine your wheels for signs of misalignment (i.e., wheel(s) oriented at an angle different from the other wheels, or signs of discoloration or burning on the center hub area). At stops during travel, look at wheel orientation and for signs of wheel(s) overheating (i.e., the wheel hub being too hot to touch). If any of these signs appear while traveling and you have a tandem or tri-axle trailer, remove the affected wheel, stow it safely, and proceed at low speed to the nearest Airstream dealer. If an Airstream dealer is not close by, proceed to the nearest tire and wheel service facility. If you have a single axle trailer and one of the above warning signs appear, park your trailer and call Airstream Customer Service. They will assist you in locating the nearest repair facility.

Proposed Remedy: Airstream Inc., at no charge to you (parts and labor), will repair your unit. Airstream Inc. will pay for the removal of your wheels, and the inspection of your hubs, inner

and outer bearings, races, and grease seals. If any defects are found, Airstream Inc. will replace the defective part(s). Airstream Inc. will also repack the wheel bearings with high temperature grease and reinstall the hubs and wheels. It is estimated that the inspections and repairs will take approximately one half hour for each wheel of your travel trailer. In an emergency situation, if you are not near an Airstream Dealer, contact Airstream Customer Service for authorization to have the closest, qualified non-Airstream service facility inspect and repair your unit. It is expected that most Airstream Inc. Dealers Service Facilities will be able to make the inspections and necessary repairs almost immediately. Please call your dealer for an appointment.

Contacting the Repair Center Nearest You: Contact Airstream Inc. at **937-596-6111 Ext. 7418 or 7400** to find out the Airstream Dealer nearest you.

Assistance: If after a reasonable period of time, you are unable to obtain satisfactory service to repair your vehicle, please contact Airstream Inc.'s Automated Toll Free Support Line at 1-877-596-6505. Our current response time is one business day. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh St. S.W., Washington, D.C. 29590, or call the toll free Auto Safety Hotline at 1-888-327-4236.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this recall. For more information contact Airstream Inc. at 1-877-596-6505.

Federal regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

A stamped, self-addressed post card is enclosed for your convenience. When inspection and repairs are made to your unit, please fill out the card and return it to Airstream Inc. If you have sold your unit, please fill out the name and address (if known) of the party to whom you sold the unit. Thank you for your cooperation.

We regret any inconvenience this recall may cause but hope you share Airstream Inc.'s concern for safety and satisfaction with our vehicles.

Terry Coleman
Director of Codes and Safety

November 3, 2004