



A NAUTSTAR COMPANY

Bison Coach, LLC
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bisontrailer.com

MAILED
SEP 16 2013
Compliance Dept.

SAFETY RECALL 13V-363

SEPTEMBER 2013

Dear Bison Coach Customer,

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

Bison Coach has decided that a defect which relates to motor vehicle safety exists in certain Stratus, Stratus Express, Stratus Lite, Trail Express, Trail Hand, and Traveler model trailers built 20 February 2013 thru 7 May 2013 with a power awning manufactured by Dometic Corp.

REASON FOR THIS RECALL

The motor assembly inside the awning roller tube may enable the fabric of the awning to possibly unfurl without warning.

RISK TO MOTOR VEHICLE SAFETY

Should an awning unfurl without warning while the trailer is either parked or in transit, it could increase the risk of personal injury or a vehicle crash.

DEFECT REMEDY

The repair will involve replacement of the motor assembly with another model. Dometic Corp. has parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to complete.

ACTIONS YOU SHOULD TAKE

Bison Coach's records indicate that you own a trailer involved in this recall.

If you own this trailer, please schedule an appointment with Dometic Corp. directly to have your awning repaired. You can contact Dometic Corp. by

Calling 1-888-943-4905.

If you have already paid for repairs that corrected the defect, you may be eligible for reimbursement of certain repair expenses. Present your original repair paperwork and proof of payment to any Bison Coach dealer and your eligibility will be reviewed.

If you are the lessor of this Trailer, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you do not own this Trailer, please contact Bison Coach at 1-574-658-4161 so that you will not be contacted again about this recall.

IF YOU NEED ASSISTANCE

If you believe that Bison Coach has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call 1-574-658-4161.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Bison Coach requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

Bison Coach, LLC