



Crossroads RV
305 Hawpatch Rd.
Topeka, IN 46571

NHTSA Recall No. 12V-232
Transport Canada Recall No. 2012-162

Safety Recall Notice *Cruiser[®]*

Dear Customer:

This **Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

Reason for This Recall

Crossroads RV (Crossroads) has decided that certain model year 2011 Cruiser brand travel trailers, manufactured by Crossroads, fail to comply with the requirements of 49CFR part 567, "Certification" in the United States.

The vehicles subject to this recall campaign were manufactured with the incorrect information on the Federal Identification Tag, Tire and Loading Information Label, and The Recreational Vehicle Cargo Carrying Capacity Label. The Federal Identification Tag lists the wrong Gross Vehicle Weight Rating (GVWR). The GVWR of these vehicles were listed as 13,800 lbs. and should have been listed as 12,270 lbs. The error in the GVWR also caused the cargo carrying capacity of the trailers to be incorrect on the Tire and Loading Information Label, and The Recreational Vehicle Cargo Carrying Capacity Label. With the incorrect GVWR and cargo carrying capacity information a consumer could overload the vehicle resulting in personal or property damage.

What We Will Do

Crossroads has enclosed the corrected labels to remedy the situation.

What You Should Do

At your earliest convenience, apply the new Compliance Label over top of the existing label. If you require assistance installing the labels, please make an appointment with your dealer and bring the unit to the dealership and they will install the labels at no cost to you.



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If you have questions concerning this recall or if you need any assistance such as locating a Crossroads authorized dealer or repair facility, please contact the **Crossroads Warranty/Service Department** by mail at Crossroads RV Inc., P.O. BOX 40, Topeka, IN 46571, by email at 'service@crossroadsrv.com', or by phone at 855-226-7496.

If you had appropriate repairs completed prior to 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 Crossroads by contacting the **Crossroads Warranty/Service Department**.

Notifications

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Crossroads fail or be unable to correct the defect without charge, you may write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, 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>.

Regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our travel trailers.

Sincerely,

Janae Kurtz
Assistant Vice President Operations

Re: NHTSA Recall No. 12V-232
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