

EVER GREEN

RECREATIONAL VEHICLES

July 2013

«CUSTOMER»

«STREET»

«CITY», «ST» «ZIP»

VIN#:

SAFETY RECALL CAMPAIGN NOTICE

NHTSA Recall Number 13V-267

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

EverGreen Recreational Vehicles, LLC ("EverGreen") has decided that a defect which relates to motor vehicle safety exists in certain 2010 through 2012 model year Ever-Lite and Element travel trailers manufactured by EverGreen. In these trailers the composite propane cylinders manufactured by The Lite Cylinder Company may leak or rupture resulting in a fire. According to the information contained in our records, your travel trailer with the vehicle identification number (VIN) set forth above may contain the defective propane cylinders.

Description of Defect:

The identification of the propane cylinders subject to this recall campaign, the nature of the defect, and the precautions to be taken to reduce the chance that the malfunction will occur before replacement of the propane cylinders are set forth in the enclosed Emergency Recall Order issued by the Pipeline and Hazardous Materials Safety Administration. This recall only applies to propane bottles constructed of a composite material and excludes propane cylinders constructed of steel.

Remedy of Defect:

The program implemented by EverGreen to remedy the defect includes this notification to all registered owners of the subject travel trailers. EverGreen has provided a service bulletin to all of its dealers with a description of the procedures necessary to remedy this defect. The remedy involves the replacement of the defective propane cylinder at no charge to you. This replacement must be done by a certified EverGreen dealer or at the factory service center.

10758 C.R. 2, P.O. Box 52 • Middlebury, IN 46540

Phone: (574) 825-4298 • Fax: (574) 825-4299 • GoEverGreenRV.com

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Scheduling and Time Frame for Remedy:

To schedule the replacement of the defective propane cylinder on your travel trailer, you will need to contact either the nearest EverGreen dealer or you may contact EverGreen directly at 574-825-4298 or at service-warranty@govergreenrv.com. Although the replacement propane cylinders will be available to your EverGreen dealer or independent service center, you must allow time for the dealer or service center to order the replacement propane cylinder when you schedule the appointment. While the time necessary to replace the propane cylinder is expected to take approximately .5 hours, your dealer or independent service center may require you to leave your travel trailer for a longer period of time to allow for the scheduling of such replacement.

If you experience difficulties with this recall campaign or are otherwise unable to comply with this notice, you may contact the Consumer Service Department at EverGreen at 574-825-4298 or at service-warranty@govergreenrv.com. If EverGreen is unable to remedy the defect without charge, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 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>.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the defective propane cylinder that is associated with this recall campaign. For more information, contact EverGreen at 574-825-4298 or at service-warranty@govergreenrv.com.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 days. Please contact Evergreen RV with information of last known owner if you no longer own this vehicle.

We apologize for any inconvenience this recall campaign may cause you, as always, our first priority is the safety of our valued customers.

Sincerely,

Tony Chupp
Director of Customer Service
EverGreen Recreational Vehicles, LLC
10758 County Road 2
Middlebury, IN 46540



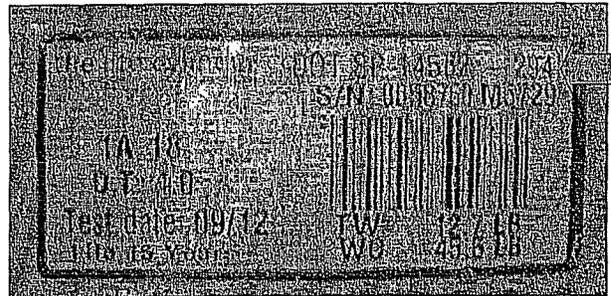
EMERGENCY RECALL ORDER



The Pipeline and Hazardous Materials Safety Administration issued an emergency recall of 55,000+ propane cylinders manufactured by The Lite Cylinder Company.

These cylinders may leak flammable gas or suddenly rupture.

The full recall order is available at: <http://go.usa.gov/bbyV>

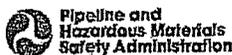


The affected cylinders may be marked in the location indicated above with any of the following numbers: M5729, DOT-SP 14662, DOT-SP 13957, DOT-SP 13105 (Only if manufactured by The Lite Cylinder Company. Cylinders manufactured by Composite Scandinavia (M0408) and marked with this number are not subject to the recall).

In the absence of instructions from Lite Cylinder, PHMSA advises anyone possessing one of these cylinders to:

- Stop using the cylinder(s)
- Close the valve(s)
- Safely disconnect the cylinders once the valves are closed
- Store the cylinder(s) in a space that is well ventilated and not enclosed
- Protect the cylinder(s) from heat and keep away from all heat sources
- Call the Hazmat Info Center at 800-467-4922 if you have any questions

WARNING: ATTEMPTS TO EMPTY THE CYLINDER OR REMOVE THE CYLINDER VALVE BY UNQUALIFIED PERSONS MAY LEAD TO SERIOUS INJURY OR DEATH



For more information, contact the Hazmat Info Center: 800-467-4922, or visit PHMSA's cylinder recall page at <http://go.usa.gov/bbyV>

**Additional Guidance for
PHMSA's Emergency Recall Order 2013-002
(The Lite Cylinder Company, Inc.)**

1. Close the valve.

A person in possession of a recalled cylinder should immediately stop using the cylinder by closing the valve and safely disconnecting the cylinder.

2. Store the cylinder.

Store the cylinder in a space that is well ventilated, not enclosed, and away from any heat or heat source.

3. Contact a professional.

Contact a local qualified professional, trained in handling cylinders, to safely discharge, purge, and remove the cylinder valve. Please visit the Propane Education & Research Council website at <http://www.usepropane.com/fpr.aspx> to locate the nearest qualified professional.

4. Disposal.

After the cylinder has been safely discharged, purged, and the valve removed, it may now be properly disposed of. As stated by the Propane Education & Research Council, "*never dispose of your propane cylinder by throwing it in the trash. Please check to see if there are municipal programs for collection in your area, or contact your propane retailer for guidance on disposal of the cylinder.*"

Site Reference: <http://www.usepropane.com/safe-source-of-energy/small-cylinder-safety/#Link>

Please visit the Propane Education & Research Council website at <http://www.usepropane.com/fpr.aspx> to locate the nearest qualified professional. If you are still unsure how to properly dispose of the cylinders locally, you can contact also your local department of environmental management or local fire marshal with any questions.

5. Report to PHMSA.

After properly disposing of the cylinder, please report the disposal at PHMSA's website: http://opsweb.phmsa.dot.gov/cylinder_recall/

Transporting Cylinder:

If possible, do not transport the cylinder. If transport is required, the Propane Education & Research Council provides the following guidance on transporting small cylinders:

- ALWAYS transport and store a cylinder in a secure and upright position so it will not fall, shift, or roll;
- ALWAYS close the cylinder valve and, if required, seal with a plug, even if the cylinder is empty. Ask your propane retailer if a plug is required;
- NEVER keep a filled cylinder inside a hot vehicle;
- ALWAYS place the cylinder in a well-ventilated area of the vehicle;
- ALWAYS proceed directly to your destination and immediately remove the cylinder from your vehicle; and
- The law places limits on the number of cylinders and the amount of propane that can be transported in closed-bodied vehicles such as passenger cars and vans. Ask your propane retailer for more information on state and local codes that apply to you.

Site Reference: <http://www.usepropane.com/safe-source-of-energy/small-cylinder-safety/#Link>

Empty Cylinders:

If the recalled cylinder is empty through standard usage, it may still maintain pressure and contain a hazardous propane residue. Store the empty cylinder in a space that is well ventilated, not enclosed, and away from any heat or heat source. Contact a qualified professional, trained in handling cylinders, to safely discharge, purge, and remove the cylinder valve.

Continued Use of Recalled Cylinders:

Cylinders marked with the Lite Cylinder Company, Inc.'s manufacturer number M5729 AND DOT special permit number DOT-SP14562, DOT-SP 13957, or DOT-SP 13105 are subject to the Emergency Recall Order regardless of age, condition, or performance and are prohibited from being refilled. Any company refilling a recalled cylinder can be subject to civil penalties.

Composite Scandinavia and RAGASCO:

The Composite Scandinavia and RAGASCO companies were not part of this investigation or action. Similar composite cylinders manufactured and marked by Composite Scandinavia (Manufacturer number M0408) or RAGASCO (Manufacturer number M0407) are not subject to the recall order. Cylinders marked DOT-SP 13105 AND M0408 are not subject to the recall order.

Sending Cylinders Back to Lite Cylinder:

The Lite Cylinder Company, Inc. has notified PHMSA that it cannot accept recalled cylinders. Please refer to the guidance above for discontinuing use of the cylinder and contacting the proper entities for safely discharging, purging, valve removal, and disposal.

For Additional Information please visit our website at

[HTTP://WWW.PHMSA.DOT.GOV/CYLINDER-RECALL](http://www.phmsa.dot.gov/cylinder-recall)