



Crossroads RV  
305 Hawpatch Rd.  
Topeka, IN 46571  
Bulletin #

NHTSA Recall No. 13V-372

## ***SAFETY RECALL NOTICE***

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 has decided that a defect which relates to motor vehicle safety exists in certain *Redwood brand* travel trailers manufactured between August 26, 2011 and August 14, 2013. Other trailer models manufactured by Crossroads during this time period are not included in this recall. It has been decided the vehicles subject to this recall campaign have been manufactured with power awning switches located in a cargo compartment that can accidentally be activated by shifting cargo while the vehicle is in motion or parked. In the event of activation of the switch, the patio awning on the trailer may unfurl unexpectedly leading to an increased risk of vehicle crash, property damage and/or personal injury.

### **What We Will Do**

Crossroads has enclosed the required parts to remedy the situation and an instruction sheet on how to install the enclosed cover over the switches in your cargo compartment.

### **What You Should Do**

At your earliest convenience, please install the cover over the awning switches in your cargo compartment. The time to perform this installation is approximately 30 minutes. If you require assistance installing the switch cover, please make an appointment with your dealer and bring the unit to the dealership and they will install the cover at no cost to you.

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**.



Crossroads RV  
305 Hawpatch Rd.  
Topeka, IN 46571  
Bulletin #

NHTSA Recall No. 13V-372

## **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,

**Mark Campbell**  
**Crossroads RV Service Department**

Re: NHTSA Recall No. 13V-372