

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 16V-107
Safety Advisory: 40-2015
February 16, 2016

IMPORTANT SAFETY RECALL

«Owner_name»
«Street»
«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Crossroads RV (Crossroads) has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 and 2017 Z1 Lite travel trailers. As a result, Crossroads is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Reason for this recall

It has been decided that vehicles in this recall population may have been manufactured with an incorrect exhaust cover for the Suburban furnace model #NT-20SEQ. The incorrect cover misidentifies the hot exhaust tube location as being the lower opening. If the incorrect cover is installed, there is no warning that the exhaust tube is hot leading to an increased risk of personal injury if someone touches the exhaust while the furnace is operating. In addition, if a plastic return tube was installed there is an increased risk of fire.

What we will do

Crossroads representatives have been in contact with staff at your selling dealership regarding this situation. The remedy is to remove and replace existing furnace exhaust assembly. The service and parts required for this corrective action will be provided at no charge to you..

What we need you to do

As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 1/2 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Crossroads RV Warranty/Service Department by calling 1 855-226-7496.

If after contacting Crossroads Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,
Crossroads RV

Alicia Dunafin
Warranty Manager
cc: National Highway Traffic Safety Administration (NHTSA)

