

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 16V-409
Transport Canada: 2016-272
Safety Advisory: 16-254
June 9, 2016

Recall Population

- 2016 Hill Country, Model HCF33RL16, Serial Number Range: E017236 - E017283
- 2016 Hill Country, Model HCT32RL16, Serial Number Range: E017304 - E017324
- 2017 Hill Country, Model HCT33RL17, Serial Number Range: E019143 - E019144
- 2016 Sunset Trail, Model SF33RL16, Serial Number Range: E018304 - E018791
- 2017 Sunset Trail, Model SF33RL17, Serial Number Range: E018969 - E019534
- 2016 Sunset Trail, Model ST310RL16, Serial Number: E018604
- 2016 Sunset Trail, Model ST32RL16, Serial Number Range: E018227 - E018638
- 2016 Sunset Trail, Model ST33RL16, Serial Number Range: E018573 - E018904
- 2017 Sunset Trail, Model ST33RL17, Serial Number Range: E018936 - E019343

Crossroads RV (Crossroads) has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. 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 under certain circumstances the inside range burners may be extinguished unintentionally due to air movement when the outside kitchen compartment door is open. If the range burner flame is extinguished, continued propane flow in the presence of an ignition source, could result in a fire and/or explosion causing property damage and/or personal injury.

What we will do

Crossroads representatives have been in contact with staff at your selling dealership regarding this situation. The remedy is to install a piece of trim board to cover the opening. 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. Please contact Crossroads RV Warranty/Service Department 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. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Crossroads RV Warranty/Service Department is available toll-free at 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>.)

