

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 15V-186
Transport Canada: 2015-128
Safety Advisory: 36
April 2, 2015

Recall Population

2016 Cameo – Serial Number Range:	R005835 – R005837
2016 Cruiser Aire – Serial Number Range:	G006970 – G007016
2016 Cruiser – Serial Number Range:	G006966 – G007011
2016 ReZerve – Serial Number Range:	B027338 – B027353
2016 Sunset Trail – Serial Number Range:	E016550 – E016652

Crossroads RV (Crossroads) has decided that a defect which relates to motor vehicle safety may exist 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 that certain Crossroads travel trailers were built with defective Norco slide room mechanisms. The cable slide that controls the inward and outward motion of the room is fastened with defective screws. The screws attaching the cables were improperly heat treated which could cause them to fail. If the screws fail the slide room could extend while the vehicle is in motion increasing the risk of a vehicle crash.

What we will do

Crossroads will replace the defective screws to remedy the situation. This remedy will require approximately 90 minutes to complete. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, contact your servicing dealer to arrange an appointment to have your trailer repaired. If you have questions concerning this recall or if you need any assistance, 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**.

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>.)

