

## **Recall Population**

2014 Rushmore – Serial Number Range: G004348 – G004592  
2014 Redwood – Serial Number Range: R003385 – R004387  
2015 Redwood – Serial Number Range: R004432 – R004488

Crossroads has decided that a defect which relates to motor vehicle safety may exist in the vehicles listed above. As a result, Crossroads RV is conducting a safety recall. We apologize for any inconvenience this may cause you; however, your safety and continued satisfaction are of the utmost importance to us.

## **Reason for This Recall**

The travel trailers subject to this recall campaign are equipped with a Frigidaire Microwave Model CFMV152CLB or Model CFMV154CLS. The microwaves in these travel trailers may self-start and begin heating while unattended. If the microwave has something stored in the cavity and the microwave begins heating the contents while unattended, there exists a risk of smoke or fire inside the microwave.

## **What We Will Do**

Crossroads will contact Frigidaire on your behalf to set up a service call to come to you to repair your microwave. The remedy is to repair the membrane/keypad component. This defect will be corrected at no expense to you, the owner. The repair should take approximately 30 minutes to complete.

## **What We Need You to Do**

Please remove all materials from inside of your microwave immediately. You may continue to use the microwave if nothing is stored in it per manufacturer's instructions.

You are to contact CrossRoads/Redwood at 1-855-226-7496 to make an appointment to have your microwave serviced by Frigidaire. You will need to provide the following information on the phone call:

- VIN of your Travel Trailer
- Microwave model and serial number
- Name and address (where you want your unit serviced), and phone number

## **If You Have Questions**

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>.)

