



Crossroads RV
305 Hawpatch Rd.
Topeka, IN 46571

NHTSA Recall No. 12V-023
Transport Canada Recall No. 2012-023
Safety Advisory: 1

Recall Population

2012 Elevation – Serial Number Range: E010133 – E010140
2012 Rushmore – Serial Number Range: G002518 – G003013

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

Reason for This Recall

The vehicles subject to this recall campaign have been manufactured with an incorrect center cap for the 16" 8-lug aluminum wheel. The center cap that was assembled with the trailer did not provide adequate clearance to allow the wheel to fully seat on the hub face of the axle. Since the wheel did not fully seat on the hub face, the clamp load to keep the wheel attached to the trailer is inadequate. This can result in a wheel becoming loose and potentially coming off the trailer. A wheel separation can lead to loss of control of the trailer resulting in serious injury or property damage.

What We Will Do

Crossroads representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the center caps on your trailer wheels. The service and parts required for this corrective action will be provided at no charge to you.

What You Should 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 2.0 hours. 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. Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible.

If You Have Questions

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 after contacting Crossroads Customer Service you are still not satisfied we have done our best to remedy the situation, you may submit a written complaint to: 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>.

