CROSSROADS®
RECREATIONAL VEHICLES

August 1, 2014

VIA E-MAIL, RECEIPT CONFIRMATION REQUESTED

Jennifer Timian
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
1200 New Jersey Ave. S.E.
Washington, DC 20590

Re: EQ 14-009 and Safety Recall 14V-021

Dear Ms. Timian,

DS Corp dba CrossRoads RV ("CrossRoads") received your correspondence on July 21, 2014, requesting we respond to an equipment query involving Suburban RV furnace, model number SF-30 FQ. Your inquiry number is EQ 14-009. Upon receipt of your letter, Crossroads opened up an investigation on this issue and the findings are summarized below.

A representative of CrossRoads contacted Suburban Manufacturing regarding this issue and spoke with Brent Travis, Quality Assurance Manager of Suburban's Dayton, TN manufacturing facility. Mr. Travis informed us that the root cause of the issue at Trails West Manufacturing ("Trails West") that resulted in recall 14V-021 was Trail West's incorrect installation of the furnace. Trails West did not follow Suburban's installation instructions, which resulted in improper airflow and the furnace overheating. CrossRoads also requested that Suburban review their product claims data specific to furnaces installed into Crossroad's trailers, which showed no suspect occurrences.

From January 2010 to January 2013, Crossroads purchased 5,705 model SF-30 FQ Suburban furnaces. Crossroads installed this furnace according to Suburban's instructions. The installation of the furnace according to manufacturer's instructions is a requirement of the NFPA 1192 Standard on Recreational Vehicles. This installation is audited daily by Crossroad's personnel and every 6-8 weeks by representatives of the Recreational Vehicle Industry Association (RVIA). In a review of the warranty claims data, Crossroads had 105 warranty claims pertaining to that specific model furnace. The warranty claims data did not reveal any suspect issues that would require further investigation. In addition, Crossroads is not aware of any fires, property damage, or personal injury associated with this furnace when installed in any CrossRoads' products.

As a result of the investigation outlined above, Crossroads has determined that there is no safety defect with the model SF-30FQ Suburban furnace when installed into its vehicles. At this time, Crossroads will continue to monitor the issue internally in the event new information becomes available. If you need any additional information regarding this inquiry, please do not hesitate to contact me.

Sincerely,

CROSSROADS RECREATIONAL VEHICLES

Alicia Dunafin

Alicia Dunafin
Warranty Manager

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