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January 10, 2005

05V-006  
(9 pages)

**VIA FACSIMILE AND  
CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

Mr. George H. Person  
National Highway Traffic Safety Administration  
Attention: Office of Defects Investigation  
400 Seventh Street, S.W. NSA-11  
Washington, D.C. 20590

Re: **CrossRoads RV Recall  
Defect and Non-Compliance Report**

Dear Mr. Person:

Our firm is general counsel for DS Corp dba CrossRoads RV ("CrossRoads"), a manufacturer of travel trailers and fifth wheel trailers located in Topeka, Indiana. On behalf of CrossRoads, we are hereby notifying the National Highway Traffic Safety Administration that certain CrossRoads trailers may contain a defect, which has been determined by CrossRoads to be safety related.

A. Manufacturer; Identification of Vehicles.

The manufacturer is DS Corp dba CrossRoads RV, P.O. Box 40, 305 Hawpatch Drive, Topeka, Indiana 46571. CrossRoads has determined that the defect may be present on certain 2001 through 2005 model year Cruiser, Paradise Pointe, Silverado, Cross Terrain, and CrossRoads brand travel trailers and fifth wheel trailers that contain Suburban model furnaces and that were manufactured during the period from October, 2000 through November, 2004. The total number of trailers subject to this recall is 5,890. At the present time, CrossRoads has only identified one trailer that contains the defect. Based upon its initial investigation, CrossRoads is not aware of any other trailers that contain the defect. However, CrossRoads has decided to conduct this recall campaign as a precautionary measure.

B. Recall Population.

CrossRoads has determined that the recall population is limited to the 2001 through 2005 models referred to above that contain the Suburban model furnaces and that were manufactured during the period from October, 2000 through November, 2004.

C. Defect Description.

The potential defect involves the lack of a furnace exhaust vent for the Suburban model furnaces installed on the trailers. The lack of the exhaust vent allows furnace combustion products containing carbon monoxide fumes to vent into the trailer rather than to the exterior of the trailer, which could result in serious injury or death to the occupants of the trailer. This potential risk arises only in the event that the furnace is in use.

D. Remedying of Defect.

The program to be implemented by CrossRoads to remedy the defect will include notification to all known registered owners of the subject trailers, including but not limited to all dealers with such trailers in stock. Owners will be instructed to visually check for the presence of the exhaust vent by observing two ports and the words "SUBURBAN" and "DO NOT BLOCK OPENINGS" stamped on the surface of the metal exhaust plate located on the exterior side of the trailer. The existence of the ports and the stamped words are unique to the furnace installation and confirm that the furnace exhaust vent has been installed. In addition, the owners will be requested to feel for hot exhaust air escaping from the furnace exhaust vent when the furnace is in operation.

If the exhaust vent is not present or there are any other questions on the operation of the furnace, the owner will be instructed not to use the furnace and to call CrossRoads Warranty/Service Department immediately so that CrossRoads can assist the owner in taking their trailer to the nearest authorized CrossRoads dealer or service center for repair. CrossRoads' authorized dealers and service centers will be provided written instructions identifying the potential defect and the repair procedure that will need to be undertaken. As will be set forth in the notification letter to be mailed to the registered owners, the defect will be corrected by CrossRoads at no expense to the owner.

E. Recall Notifications.

Enclosed as Exhibit "A" is the proposed owner notification entitled "Suburban Furnace Exhaust Recall and Inspection Procedure" that will be sent to all registered owners of the trailers subject to this recall campaign, including but not limited to all dealers that have such trailers in stock. Also enclosed as Exhibit "B" is a draft of the language to be

Mr. George H. Person  
January 10, 2005  
Page 3

included on a postcard to be forwarded with the notification letter to the registered owners. After the registered owners have inspected their trailer to determine whether the furnace exhaust vent was properly installed, the owners are to return the completed postcard to CrossRoads so that it can determine the extent of the trailers containing the defect and file its quarterly reports with NHTSA. In addition, I have also enclosed a sample of the envelope that will be used by CrossRoads to mail the notification letters to the registered owners.

The enclosed owner notification letter, postcard, and envelope are being submitted to NHTSA for your pre-review. CrossRoads intends to mail the owner notification letters and postcards within 30 days after receiving approval of the documents by NHTSA and the release of the NHTSA recall information to CrossRoads.

F. Campaign Number.

At this time, CrossRoads does not have a campaign number for this recall. CrossRoads will use the identification number assigned by NHTSA.

I would appreciate your providing me with a pre-review determination of the enclosed documents at your earliest convenience.

Please contact me after you have had an opportunity to review the enclosed information. I trust that you will find the enclosed information complies with the NHTSA regulations and approve the recall notifications for form and content.

Thank you for your prompt attention to this matter.

Very truly yours

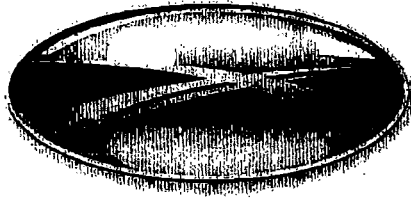


Daniel A. Bensman

nas

Enclosures

cc: CrossRoads RV (via fax)  
Mr. Walter L. Bennett (via fax)  
Mr. John M. Garmhausen



**CrossRoads**

**SUBURBAN FURNACE EXHAUST RECALL AND**  
**INSPECTION PROCEDURE**

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

CrossRoads RV has decided that a defect which relates to motor vehicle safety exists in certain Cruiser, Paradise Pointe, Silverado, CrossTerrain and CrossRoads by CrossRoads brand travel trailers and fifth wheels manufactured prior to December 2004. These trailers may have a defect involving the installation of Suburban furnace models NT20S, SF30F, SF35F and SF42F. Our records indicate that your RV was manufactured during this time period and contains a Suburban furnace model that may have this installation defect.

The defect involves the lack of or the improper installation of the furnace exhaust vent (or sometimes referred to as a chimney) for the Suburban model NT20S, SF30F, SF35F and SF42F furnaces. Improper installation or lack of the furnace exhaust vent will allow the exhaust fumes, containing combustion products including high concentrations of carbon monoxide gas, to enter into the RV and could result in injury or death to occupants of the trailer.

Before you use your trailer again, it is very important for your safety to follow the simple inspection procedure attached to this letter to assure the furnace exhaust vent is present and is properly installed on your trailer. Until you perform this inspection and until the defect, if present, is corrected, do not use the furnace because the risk could be life threatening when the furnace is in use.

If you believe the defect is present on your RV or if you are not sure of how to inspect the furnace exhaust vent, call CrossRoads RV immediately at 260-593-2866 for assistance in getting the furnace exhaust vent installation inspected or corrected. The inspection or the repair of the defect will be done at no charge to you. While the time to perform the repair will take less than 1.5 hours, your dealer may require you to leave your trailer for a longer period of time to allow scheduling at their facility.

If the inspection does *not* show a defect, you may continue to use your trailer knowing that the furnace exhaust vent has been properly installed.

There is a postage paid postcard that is included with this letter. CrossRoads RV needs to know that you have completed the inspection and that the defect is or is not present on your RV. When you have completed the inspection of your trailer, please check the appropriate box on the postcard indicating whether your trailer does or does not contain the defect. Then mail the postcard back to CrossRoads RV immediately after your inspection of the RV.

If the defect referred to above has been repaired on your trailer prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may seek reimbursement from CrossRoads RV. In order to obtain such reimbursement, you must submit the following information: (1) your name and mailing address; (2) the Vehicle Identification Number for your trailer; (3) a reference to this recall campaign; and (4) a copy of the receipt or invoice for the repair. This reimbursement may be obtained by sending your request for reimbursement along with the information referred to above to CrossRoads RV Warranty Department, P.O. Box 40, Topeka, IN 46571.

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should CrossRoads RV fail or be unable to correct the defect without charge, you may write to Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 888-327-4236.

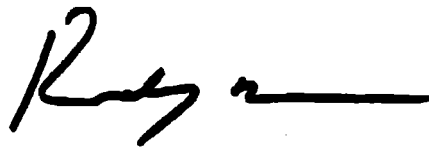
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

If you have any questions concerning this recall or need assistance concerning the inspection procedure or the scheduling of the repair with a CrossRoads RV dealer, please contact the CrossRoads RV Warranty/Service department by email at [service@crossroadsrv.com](mailto:service@crossroadsrv.com) or by phone at 260-593-2866. We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our trailers.

Sincerely,



**Mark Lucas**  
General Manager



**Randy Mishler**  
Warranty, Parts and Service Manager

# **FURNACE EXHAUST VENT INSPECTION PROCEDURE**

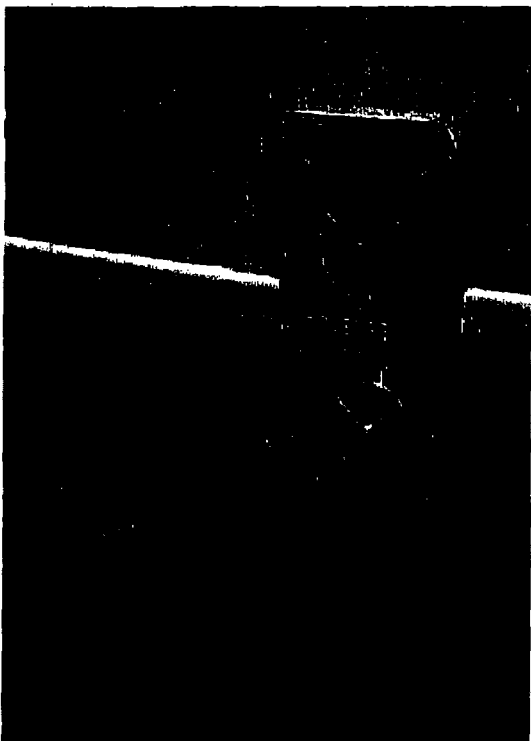
## **Step 1: Locate the Furnace Exhaust Vent.**



The picture to the left shows a typical furnace exhaust vent that is located on the exterior side of the RV. In many models it is located below the refrigerator and on the same side as the entrance door. However, some models are located on the side opposite of the entrance door so please check both sides for the furnace exhaust vent location.

The vent contains two ports and the words "SUBURBAN" and "DO NOT BLOCK OPENINGS" with raised letters on the surface of the metal exhaust plate that is approximately 3 ½" by 7". The size of the furnace exhaust vent may vary slightly with the furnace model used. The existence of the words "SUBURBAN" and "DO NOT BLOCK OPENINGS" confirms that the furnace exhaust vent has been installed.

**If you can not find an exhaust vent that looks similar to the picture, do not use your furnace in the RV and call CrossRoads RV Warranty/Service Department immediately at 260-593-2866 for assistance.**



## **Step 2: Inspect the furnace exhaust vent.**

Once the furnace exhaust vent has been located, shine a light inside each port to assure the vents appear to be clear. The inside of the ports should simply look like a tube that may have brackets welded across the inside.

You can now turn on the furnace and check that the furnace exhaust vent is working properly and that hot exhaust air is escaping from the bottom vent. Be careful because the exhaust gases are hot. You should also feel a slight air flow into the furnace from the top air intake vent.

**If the furnace exhaust vent has not been installed on your trailer or the furnace exhaust is not properly escaping from the vent, you must not use the furnace in your trailer.**

Please call CrossRoads RV Warranty/Service Department immediately at 260-593-2866 for assistance. You will need to take your trailer to your nearest CrossRoads RV approved dealer or directly to CrossRoads RV for repair or installation of the furnace exhaust vent.

**Step 3: Return the postage paid card enclosed with this letter.**

Complete the postage paid card enclosed with this letter and send it to the address on the front of the card.

**A defect in your furnace exhaust system could result in injury or loss of life. Please do this very simple inspection procedure for your safety. Once you have done the inspection, it is also very important that the results are reported to CrossRoads RV by completing and returning the enclosed postage paid card. The United States government requires reporting of all vehicles that may contain the defect. CrossRoads RV may follow up with owners who have not returned the postage paid card within a reasonable time.**

EXHIBIT "B"

**Description of Recall Correction Card**

Unit Number  
Customer Name  
Customer Address  
Customer City, State, Zip

CrossRoads RV  
P.O. Box 40  
Topeka, IN 46571

**SAFETY RECALL NOTICE**

*Return this postage paid postcard after you perform the inspection of the furnace exhaust vent. Please check the correct box below.*

**D No defect was found.**

The furnace exhaust vent has been installed, appears to be clear, and hot exhaust air is escaping from the vent when the furnace is in operation.

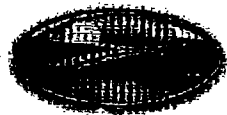
**D The furnace exhaust vent is not properly installed.**

The furnace exhaust vent is not located on the trailer or hot exhaust air does not escape from the vent when the furnace is in operation.

If you believe either of these defects are present in your RV or there is any question concerning the proper operation of the furnace, **DO NOT USE THE FURNACE.** and call CrossRoads immediately at 260-593-2866 for assistance.

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

NHTSA Recall



**CrossRoads**

305 Hawpatch Drive  
P.O. Box 40  
Topeka, IN 46571

**SAFETY RECALL NOTICE**

SAMPLE ENVELOPE

**FAULKNER, GARMHAUSEN, KEISTER & SHENK**

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**TELECOPIER INFORMATION**

**CONFIDENTIAL**

05V-006

DATE: January 10, 2005  
TO: Mr. George H. Person  
FIRM OR COMPANY: National Highway Traffic Safety Administration  
Recall Management Division  
FAX NUMBER: 202-366-7882  
FROM: Daniel A. Bensman  
SUBJECT: CrossRoads RV Recall  
Defect and Non-Compliance Report  
MESSAGE: Please see attached.

There are 10 pages, including this cover page.

Please advise Doris J. Armstrong at 937/492-1271 if you are having trouble receiving this document.

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    X   Certified Mail  
     Overnight Delivery  
     Hand Delivery

TIME SENT: \_\_\_\_\_

SENT BY: Doris J. Armstrong