



Crossroads RV
305 Hawpatch Rd.
Topeka, IN 46571

Safety Recall Notice

Dear Customer:

This **Safety Recall Notice** is sent to you in accordance with the requirements of National Traffic and Motor Vehicle Safety Act in the United States and the Canadian Motor Vehicle Safety Act in Canada and is important for your safety.

Reason for This Recall

Crossroads RV (Crossroads) has decided that certain model year 2011 and 2012 Zinger brand travel trailers, manufactured by Crossroads, fail to comply with the requirements of 49CFR part 567, "Certification" in the United States and Section 6 of The Motor Vehicle Safety Regulations, "Compliance Label" in Canada.

The vehicles subject to this recall campaign were manufactured with the incorrect information on the Federal Identification Tag. The label lists the wrong Gross Axle Weight Rating (GAWR) and the wrong Gross Vehicle Weight Rating (GVWR). The GAWRs should be listed as 4,400 lbs. and were listed as 5,080 lbs. The GVWRs of these vehicles were overstated by 680 lbs. as a result of the GAWR error. With the incorrect axle and weight rating information a consumer could overload the vehicle resulting in personal or property damage.

What We Will Do

Crossroads has enclosed the corrected label to remedy the situation.

What You Should Do

At your earliest convenience, apply the new Compliance Label over top of the existing label. If you require assistance installing the labels, please make an appointment with your dealer and bring the unit to the dealership and they will install the labels at no cost to you.



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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., 305 Hawpatch Rd., Topeka, IN 46571, by email at 'service@crossroadsrv.com', or by phone at 888-226-7496.

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**.

Notifications

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Crossroads fail or be unable to correct the defect without charge, you may write to the 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>.

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

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our travel trailers.

Sincerely,

Randy Nielsen
Vice President Customer Care

Re: NHTSA Recall No. 11V-161
Transport Canada Recall No. – 2011-113