



Crossroads RV
305 Hawpatch Rd.
Topeka, IN 46571

NHTSA Recall No. 12V-023
Transport Canada Recall No. 2012-023

Safety Recall Notice ***Rushmore[®] and Elevation[®]***

Dear Customer:

This **Notice** is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

Reason for This Recall

Crossroads RV, Inc. (Crossroads) has decided that a defect which relates to motor vehicle safety exists in certain *Rushmore and Elevation* brand fifth wheel trailers manufactured between June 1, 2011 and January 12, 2012 with "Panther" style 16" 8-lug aluminum wheels. Other trailer models manufactured by Crossroads Manufacturing, Inc. during this time period are not included in this recall.

It has been decided the vehicles subject to this recall campaign have been manufactured with an incorrect wheel center cap. 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 of the trailer. A wheel separation can lead to loss of control of the trailer resulting in serious injury. A separated wheel can also cause injury or damage to others.

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 trailers wheels. The service and parts required for this corrective action will be provided at no charge to you.

What You Should Do

Do not use your trailer. At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately two 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.



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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., 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**.

Notifications

In the United States:

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,

Alicia Dunafin
Director of Customer Care

Re: NHTSA Recall No. 12V-023
Transport Canada Recall No. – 2012-023