



Crossroads RV
305 Hawpatch Rd.
Topeka, IN 46571

NHTSA Recall No. 12V-350
Transport Canada Recall No. 2012-225

Safety Recall Notice *Hampton[®]*

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 along with Atwood Mobile Products has decided that a defect which relates to motor vehicle safety exists in certain *Hampton* brand travel trailers manufactured between June 11, 2009 and November 2, 2010. Other trailer models manufactured by Crossroads 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 a defective Atwood furnace. The furnaces have been built with a defective gas control valve. These furnaces are model 8935-III and 8940III series AC units manufactured between May 18, 2009 and March 29, 2012. There exists a potential in the defective units for the gas control valve to stick in the open position which could cause a risk of a fire resulting in personal injury or death. Atwood Mobile Products will be directing this recall.

What We Will Do

Crossroads and Atwood Mobile Products representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect and replace the gas control valve, if necessary. The service and parts required for this corrective action will be provided at no charge to you.

What You Should Do

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 (2) 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

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,

Janae Kurtz
Assistant Vice President Operations

Re: NHTSA Recall No. 12V-350
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