



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 16, 2014

Mr. David Mihalick
Standards Compliance Manager
Crossroads RV
419 W Pike Street
Jackson Center, OH 45334-0629

NVS-215KS
14V-134

Subject: Microwave May Start On Its Own And Cause A Fire

Dear Mr. Mihalick:

This letter serves to acknowledge Crossroads RV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CROSSROADS/REDWOOD/2014

Mfr's Report Date: March 20, 2014

NHTSA Campaign Number: 14V-134

Components:

EQUIPMENT:RECREATIONAL VEHICLE

Potential Number of Units Affected: 181

Problem Description:

Crossroads RV is recalling certain model year 2014 Redwood trailers manufactured March 12, 2013, through July 22, 2013, equipped with certain Frigidaire KG-series microwaves, models CFMV152CLB and CFMV154CLS, manufactured January 27, 2013, through April 10, 2013, in the serial number range KG30607951 through KG31600670. In the affected vehicles, the microwave may start on its own and begin heating when unattended.

Consequence:

If the microwave starts on its own and there are contents inside, a fire could result.

Remedy:

Crossroads RV will notify owners, and dealers will repair the membrane/keypad component, free of charge. The recall is expected to begin in April 2014. Owners may contact Crossroads at 1-855-226-7496.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement