

**RECEIVED**

By Recall Management Division at 10:27 am, Mar 20, 2014



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March 20, 2014

**VIA E-MAIL  
RECEIPT CONFIRMATION REQUESTED**

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
1200 New Jersey Ave. S.E.  
Washington, DC 20590

Re: Crossroads RV  
Defect and Non-Compliance Report

Dear Ms. Lewis:

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, we are hereby notifying the National Highway Traffic Safety Administration that certain trailers manufactured by Crossroads RV (Crossroads) were built with a defect that has been determined to be safety related.

- A. Recall Population and Vehicle Identification. The trailers built with the safety defect are as follows:

<u>Brand Name</u>	<u>Model Name</u>	<u>Model Years Affected</u>
Redwood	Redwood	2014

These trailers were built between March 12, 2013 and July 22, 2013. The total number of trailers subject to this recall campaign is 181.

- B. Description of Defect. It has been decided that certain Frigidaire Models CFMV152CLB & CFMV154CLS manufactured between Jan. 27, 2013 and April 10, 2013 with serial range of KG30607951 through KG31600670 installed in the vehicles listed above may self-start and begin heating while unattended. If the microwave has something stored in the cavity and the microwave begins heating the contents while unattended, there exists a risk of smoke or fire inside the microwave. If nothing is in the microwave, there is no risk of smoke or fire due to this defect.

- C. Basis for Determining that a Defect Exists.

October 2013 – March 2014. Crossroads received several reports of Frigidaire Convection Microwaves that would begin heating while unattended. None of the incidents reported any fires external to the microwave, or personal injury. In cases where the microwave is empty no adverse symptoms resulted. In some cases on unsold units, the packing material included with the microwave ignited. The fire was fully contained within the microwave. An investigation into the cause of the unintended operation of the microwave determined the population identified may have a quality

defect with the touch membrane/keypad causing one of the three Easy Set Keys (1, 2, 3 – instant key settings) to engage the microwave for either 1, 2, or 3 minutes and then shut off. The defect is not known to exist with all of the microwaves in the population.

March 12, 2014. Out of the abundance of caution Crossroads in conjunction with Electrolux decided to conduct a campaign to notify the owners of the microwaves and repair the membrane/keypad.

Manufacturer: Electrolux Home Products, Inc. 10200 David Taylor Drive Charlotte, NC 28262

Contact: Chris Smith, Product Manager – Microwaves and Ventilation

- D. Remediying of Defect. The remedy is to repair the membrane/keypad component.
- E. Owner Notifications. Crossroads will notify owners of the trailers of the safety defect beginning in April pending NHTSA approval. The Owner's notification letter and repair instructions will be forward for approval within the next 30 days.
- F. Dealer Notifications: Crossroads will notify its dealers of the safety defect. The Dealer's letter and repair instructions will be forward for approval within the next 30 days. This letter will be transmitted electronically to the Crossroads dealer population.
- G. Quarterly Reporting Requirements. Crossroads will be filing quarterly reports as required by Part 573.7 of Title 49 the Code of Federal Regulations.
- H. Campaign Number. Crossroads will use the number as assigned by NHTSA.

The enclosed information should comply with the NHTSA regulations and satisfy the obligations of Crossroads with respect to this recall campaign. If you need any additional information regarding the participation of Crossroads in this recall campaign, please feel free to contact me at 937-596-6849, Ext. 7363 or contact Jim Izbicki at Crossroads directly at (260) 593-4390.

Sincerely,



David M. Mihalick  
Thor Industries  
Standards Compliance Manager