



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 15V-186  
Safety Advisory: 36  
November 17, 2017

**IMPORTANT SAFETY RECALL SECOND NOTICE**

«POLK\_NAME»  
«POLK\_ADDRESS»  
«POLK\_CITY», «POLK\_STATE» «POLK\_ZIP»

This notice applies to your vehicle: «VIN»

Dear «POLK\_NAME»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. CrossRoads RV (CrossRoads) has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 travel trailers. As a result, CrossRoads is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for  
this recall***

It has been decided that certain CrossRoads travel trailers were built with defective Norco slide room mechanisms. The cable slide that controls the inward and outward motion of the room is fastened with defective screws. The screws attaching the cables were improperly heat treated which could cause them to fail. If the screws fail the slide room could extend while the vehicle is in motion increasing the risk of a vehicle crash.

***What we  
will do***

CrossRoads will replace the defective screws to remedy the situation. This will be done at no cost to you the owner.

***What we  
need you to  
do***

At your earliest convenience, contact your servicing dealer to arrange an appointment to have your trailer inspected and repaired if needed. The labor time to perform this correction is approximately 1 ½ 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.

***If you have  
questions***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations  
cc: National Highway Traffic Safety Administration (NHTSA)

