

CROSSROADS®

RECREATIONAL VEHICLES

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: 16V-409
CAN: 2016-272
Safety Advisory: 16-254
June 9, 2016

SAFETY ADVISORY 16-254

«Owner_name»
ATTN: Service Manager
«Street»
«CityStateZip»
«Country»

Dear «Owner_name»,

CrossRoads RV has decided that a defect which relates to motor vehicle safety exists in certain model 2016 and Crossroads Hill Country and Sunset Trail Travel Trailers. As a result, CrossRoads is conducting a safety recall.

***Reason for
this recall***

It has been decided under certain circumstances the inside range burners may be extinguished unintentionally due to air movement when the outside kitchen compartment door is open. If the range burner flame is extinguished, continued propane flow in the presence of an ignition source, could result in a fire and/or explosion causing property damage and/or personal injury. The vehicles included in the recall are:

2016 Hill Country, Model HCF33RL16, Serial Number Range: E017236 - E017283
2016 Hill Country, Model HCT32RL16, Serial Number Range: E017304 - E017324
2017 Hill Country, Model HCT33RL17, Serial Number Range: E019143 - E019144
2016 Sunset Trail, Model SF33RL16, Serial Number Range: E018304 - E018791
2017 Sunset Trail, Model SF33RL17, Serial Number Range: E018969 - E019534
2016 Sunset Trail, Model ST310RL16, Serial Number: E018604
2016 Sunset Trail, Model ST32RL16, Serial Number Range: E018227 - E018638
2016 Sunset Trail, Model ST33RL16, Serial Number Range: E018573 - E018904
2017 Sunset Trail, Model ST33RL17, Serial Number Range: E018936 - E019343

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1» «VIN2» «VIN3» «VIN4»

-- Serial numbers with '*' have been retail sold --

Claims for the units which have been serviced must be submitted. Claims submitted will be used by CrossRoads to record recall service completions and provide dealer payments. Attached is a copy of the Safety Advisory #16-254, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the attached Safety Advisory, please feel free to contact us.

Sincerely,

Crossroads RV

Alicia Dunafin
Warranty Manager

cc. National Highway Traffic Safety Administration (NHTSA)
cc. Transport Canada