



IMPORTANT SAFETY RECALL NOTICE

*This notice applies to your vehicle, VIN #: [REDACTED]

March 7, 2016



Subject: NHTSA Recall #16V032

Dear Trailer Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

EverGreen Recreational Vehicles, LLC (“EverGreen”) has decided that a defect which relates to motor vehicle safety exists in certain fifth wheel trailers manufactured by EverGreen. EverGreen has discovered that a potential problem with the generator can exist that would allow for carbon monoxide (“CO”) to rise into the cabin area in the trailer. During the generator and generator pump manufacturing process, the can may not have been attached to the frame. This would allow shifting during transit, and the seal to be compromised in the generator compartment. This could lead to CO escaping from the controlled generator compartment into the cabin, creating a health safety concern for the user.

! I M P O R T A N T !

- According to the information contained in our records, your travel trailer may be subject to this recall.
- If your RV is part of the recall, you should contact EverGreen at 574-825-7745 or at service-warranty@goevergreenrv.com.

Why is a recall being conducted?

EverGreen has discovered that a potential problem with the generator can exist that would allow for CO to rise into the cabin area in the trailer. During the generator and generator pump manufacturing process, the can may not have been attached to the frame. This would allow shifting during transit, and the seal to be compromised in the generator compartment. This could lead to CO escaping from the controlled generator compartment into the cabin, creating a health safety concern for the user.

What are we doing about the problem?

Evergreen will offer to provide owners of all covered trailers an inspection by the dealer for the potential defect at no charge. If a defect is found, the dealer will service all trailers at no charge to the owners, regardless of mileage, age of trailer, ownership, from this time forward. The inspection will take the Service Center approximately 6 minutes to check the seal.

What should you do?

Contact EverGreen at 574-825-7745 or at service-warranty@goevergreenrv.com, or contact your dealer to schedule the inspection and repairs, if necessary. Do not initiate operation of the generator without first having an inspection performed of the compartment.

What if you no longer own the trailer?

If you no longer own the travel trailer that is subject to this recall, please forward the new owner's contact information directly to EverGreen so that they can contact the new owner about the recall.

Who should you contact if you have further questions or concerns?

If you believe you have experienced any difficulties in receiving the necessary inspection and/or repairs to your RV, or if you have any questions or concerns about the recall, please contact EverGreen at 574-825-7745 or at service-warranty@goevergreenrv.com.

If you are the lessor of this trailer, please forward a copy of this notice to the lessee within ten (10) days to comply with federal regulations.

If you have already paid to have your RV repaired to address the problem detailed in the enclosed notice, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please contact EverGreen Customer Service directly by calling 574-82507745, or mail a reimbursement request to 52886 SR 13, Middlebury, IN 4654 0: ATTN: RECALL NOTICE NVS-215MR-16V-032. If after having attempted to take advantage of this recall you believe you have not been able to have your RV remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Sherry Roberts
Director of Parts, Warranty and Service
EverGreen Recreational Vehicles, LLC
P. O. Box 52
10758 County Road 2
Middlebury, IN 46540

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