



RECREATIONAL VEHICLE

SAFETY RECALL NOTICE

Safety Recall: 16V-821

December 2, 2016

IMPORTANT SAFETY RECALL

Owner
Address
City, State Zip Code

This notice applies to your vehicle: VIN

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cruiser RV (Cruiser) has decided that a defect which relates to motor vehicle safety exists in certain Cruiser travel trailers manufactured from June 12, 2014 to August 27, 2015. 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***

On certain fifth wheel trailers manufactured with a Christianson Industries exterior foldable ladder, the ladder's mounting bracket could separate from the hinge due to an incorrect weld. This could result in the ladder separating from the vehicle, which if an individual were to be utilizing the ladder, it could lead to an increased risk of injury and/or damage to property.

***What we
will do***

Cruiser will have an authorized dealer or repair center Dealers will install a hinge brace over the back of the existing hinges to secure the hinge and mounting bracket. This defect will be corrected at no expense to you, the owner.

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

At your earliest convenience, Please contact your local dealer to set up an appointment to have this inspected and if needed corrected immediately, this service will be performed free of charge.

You will need the following information for the phone call:

- VIN of your travel trailer
- Name, Address, and Phone Number

If you have questions concerning this recall or if you need any assistance please contact the **Warranty/Service Department** by phone at 260-562-3500. If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Cruiser by contacting the **Cruiser Warranty/Service Department**.

If after contacting Cruiser 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,
Cruiser RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

