



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-074
March 9, 2017

IMPORTANT SAFETY RECALL

Name
Address
City, State zip

This notice applies to your vehicle: VIN

Dear Name:

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 August 26, 2015 to March 10, 2016. 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 Boss Toy Hauler 4290 fifth wheel trailers manufactured with a Suburban Furnace where the furnace is installed vertically the furnace might be installed incorrectly. The exhaust port should be at the bottom and some were installed with the ports on the top. This could result in a restriction developing within the chamber and could causing unsafe furnace operation, which 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 remove and re-install the furnace correctly so that the exhaust port is at the bottom. " 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)

