

Debbie Kauffman

From: Debbie Kauffman
Sent: Monday, February 18, 2019 4:58 PM
To: 'Jamie Clark'
Cc: David Soetaert
Subject: Pin Box Torque Safety Recall - RPB72-1621HD-05
Attachments: Notice to Crossroads RV.docx

Jamie,

Please be advised that MORryde will be issuing a safety recall on our rubber pin box (RPB72-1621HD-05) due to a torquing issue that occurred during the installation. Please see the attached notice.

Thank you,

Debbie Kauffman

Accounting

MORryde International, Inc.

1966 Sterling Avenue

Elkhart, Indiana 46516

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F: (574) 294-4936



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To: Crossroads RV

From: MORryde International, Inc.

Date: 2/15/2019

Re: Recall notice for Rubber Pin Box

This letter is to make you aware of a recall we are issuing for the Rubber Pin Box, model number RPB72-1621HD-05, sold between dates 8/16/2018 – 2/4/2019. We were made aware that there is a gap between the mounting plate and Rubber Pin Box due to the nuts and bolts not being properly torqued. The issue was corrected effective February 4, 2019 and all Rubber Pin Boxes installed after this date have been properly torqued.

Due to the potential safety risk, MORryde is issuing a safety recall. Though we're not aware of any safety related issues currently, we're just erring on the side of safety for the end consumers.

For additional information on this recall, please contact MORryde Warranty.

Phone: 574-293-1581

Email: morrydewarranty@morryde.com