



## IMPORTANT SAFETY RECALL

«OWNER»  
«STREET»  
«CITY», «STATE» «ZIP\_CODE»

«Warranty\_ID»

Attn: Service Manager

Dear Cruiser RV Valued Dealer:

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 or compliance exists in certain 2023 and 2024 Cruiser Avenir travel trailers. 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*

It has been decided that certain 2023 and 2024 Cruiser RV Avenir travel trailers subject to this recall campaign may have a Tire Placard on these vehicles that do not have the correct tire and rim size listed on the placard. Also, the tire PSI listed may state 80 PSI when the correct value is 65 or 50 PSI depending on tire. The owner would not know the correct tire for replacement and could possibly overinflate the tire if the need would arise. This could lead to the incorrect tire and or rim being substituted. This could lead to an increase chance of towing issues and a crash or personal injury.

Instructions for the repair and a list of the affected coaches with their VIN #'s can be found on the warranty portal. Please verify your stock for any of the affected coaches and if you have questions concerning this recall or if you need any assistance, please contact the **Warranty/Service Department** by email at 'DCRVWarranty@cruiserrv.com, or by phone at 260-562-3500.

Please have the VIN #'s of the affected travel trailers available when you call.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Note:** It is a violation of federal law (CFR 49 Part 573.11&12) for a dealer to deliver a new vehicle that has been sold prior to completing this recall. Please be sure to address any vehicles in your inventory that are affected by this recall action.

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 after contacting Heartland 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>.)

Thank you for your attention and cooperation in this matter.

Sincerely,  
**Cruiser RV Service Department**

cc: National Highway Traffic Safety Administration (NHTSA)

### RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 24V210  
Warranty Code: TBD

