



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 24V210

Date:

IMPORTANT SAFETY RECALL

«OWNER»
«STREET»
«CITY», «STATE» «ZIP_CODE»

This notice applies to your vehicle: «WARRANTY ID»

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 certain 2023- 2024 Avenir travel trailers fail to conform to Federal Motor Vehicle Safety Standard 120, Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars and 49 CFR Part 567 – Certification. On the vehicles subject to this recall, the Federal Certification Label and Tire Placard may contain incorrect or missing information. 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 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 or PSI listed on the placard. The owner would not know the correct tire size for replacement or proper tire inflation if the need would arise. This could lead to the incorrect tire and or rim being substituted or tire over inflation. This could lead to an increase chance of towing issues and a crash or personal injury.

***What we
will do***

Cruiser will have an authorized dealer or repair center replace the Federal Certification Label and Tire Placard. This will be corrected at no expense to you, the owner. This recall should take 10-12 minutes to complete. We have enclosed the replacement label so that it can be replaced quickly. All reimbursements will be covered by Cruiser RV's general reimbursement plan.

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

At your earliest convenience, please contact your local dealer to set up an appointment to have this 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 or DCRVWarranty@cruiserv.com. 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. If you no longer own this vehicle, please inform Cruiser RV at 260-562-3500 or DCRVWarranty@cruiserv.com.

Thank you for your attention and cooperation in this matter.

Sincerely,
Cruiser RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

