

## **IMPORTANT SAFETY RECALL**

### **This notice applies to your vehicle (VIN)**

**RE: NHTSA RECALL 24V876 Oliver Legacy Elite I and Legacy Elite II may be equipped with vendor part that could fail increasing risk of flame.**

November 25, 2024

Dear Valued Customer,

**This notice is sent to you in accordance with the National Highway Traffic and Motor Vehicle Safety Act.**

Oliver Travel Trailers has decided that a defect which relates to motor vehicle safety exists in certain 2016 – 2024 Legacy Elite I and Legacy Elite II travel trailers manufactured between April 25, 2016, and February 8, 2023.

#### **WHAT IS THE DEFECT?**

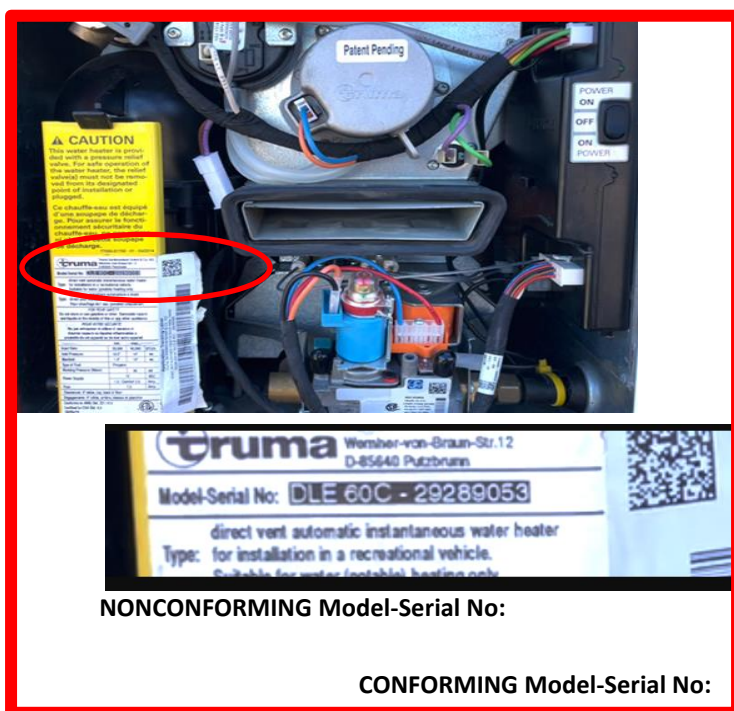
The Truma water heater burner bracket assembly may become loose.

#### **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

Legacy Elite I and Legacy Elite II equipped with a Truma water heater with a loose burner bracket assembly may allow ignition failures, wire damage, and risk of a brief flame discharge, increasing the risk of a fire.

#### **HOW DO I KNOW IF MY TRAVEL TRAILER IS PART OF THE 24V876 RECALL?**

1. Find the water heater serial number located on the front cover. (see below) The water heater with serial number less than DLE60C-33096055 is nonconforming.



2. If you are unsure, call [1-888-526-3978](tel:1-888-526-3978) or email us at [ottwarranty@olivertraveltrailers.com](mailto:ottwarranty@olivertraveltrailers.com) to confirm that your Truma water heater is one in the population of recalled units for Recall 24V876.

#### **WHAT IS THE REMEDY?**

Your Legacy Elite I or Legacy Elite II was manufactured within the affected period using this component. Your unit must be inspected to ensure the Truma water heater is not within the recall population as identified by the Truma model-serial number. The remedy will be the replacement of the water heater burner assembly, free of charge. The replacement water heater burner assembly will be sent with instructions to complete the installation by a qualified RV technician. The replacement should take approximately one-half hour to complete.

Oliver Travel Trailers will cover the cost for the remedy repair. Water heater burner assemblies can be replaced at an authorized service center.

#### **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for repairs performed within the scope of the defect under recall.

Please send the service invoice to the following address:

**Oliver Travel Trailers**

**Atten: OTT QUALITY MANAGER**

**609 Swan Ave.**

**Hohenwald, TN 38462**

**Phone: 1-888-526-3978**

**Email: [OTTWarranty@olivertraveltrailers.com](mailto:OTTWarranty@olivertraveltrailers.com)**

#### **WHAT IF YOU NO LONGER OWN THIS VEHICLE?**

Please be kind enough to complete the Change of Ownership at [olivertraveltrailers.com/contact-us/owner-transfer-form/](http://olivertraveltrailers.com/contact-us/owner-transfer-form/) or contact Customer Service at 1-888-526-3978.

#### **WHAT IF YOU ARE A LESSOR?**

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

**Administrator**

**National Highway Traffic Safety Administration**

**1200 New Jersey AVE SE**

**Washington, DC 20590**

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Oliver Travel Trailers takes the safety of our customers and our products very seriously.  
If Oliver Travel Trailers can assist in any way, please do not hesitate to contact us.  
We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Regina Rogers  
Quality Manager  
Oliver Travel Trailers