



<u>RECREATIONAL VEHICLE</u>	
<u>SAFETY RECALL NOTICE</u>	
NHTSA:	25v305
Heartland WCC:	TBD
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. DRV Luxury Suites (DRV) has decided that a defect which relates to motor vehicle safety exists on certain 2024 - 2025 DRV Full House Fifth Wheels. 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

The vehicles subject to this recall may have removable MorRyde step that have clip on brackets to hold a removable step. MorRyde has found an issue where the receiver for the removable step that is installed on these brackets were not manufactured with the required thread locking compound. With the absence of the thread locking compound, the receiver may come lose and disengage from the bracket. If this happens during use it could result in fall and personal injury.

What we will do

The remedy is to have the mounting brackets replaced with new ones from MorRyde with the proper thread locking compound applied. The repair should take approximately 15 minutes to complete. This repair will be corrected at no cost to you. All reimbursements will be covered by DRV’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 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 DRV by contacting the **DRV Warranty/Service Department**. If you no longer own this vehicle, please notify Customer Assistance at 260-562-3500 or email dcrvwarranty@cruiserrv.com.

If after contacting DRV 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 AVE SE Washington, DC 20590. You may also call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.saftercar.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,
DRV Service Department

cc: Transport Canada

