



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

NHTSA: 22v593

Cruiser WCC: 99.03.24

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 a defect which relates to motor vehicle safety exists on certain 2022 to 2023 Cruiser Embrace, Hitch, MPG, Radiance, Shadow Cruiser, Stryker, and Twilight travel trailers manufactured in 2022. 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***

Certain 2022 to 2023 Cruiser Embrace, Hitch, MPG, Radiance, Shadow Cruiser, Stryker, and Twilight Travel Trailers may have a Lippert awnings that could detach from the unit's awning rail due to a faulty fabric weld. If the fabric weld fails, the awning could drop and extend beyond normal operation. This could lead to the increased risk of personal injury.

***What we
will do***

Cruiser will have an authorized dealer or repair center inspect the awning for defects. If found faulty, the dealer will replace or repair the awning per the Lippert work instructions. This repair should take no more than 1.5 hours to complete. This defect will be corrected at no expense to you, the owner. All Reimbursements will be covered by Cruiser'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 CRV by contacting the **CRV 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 Heartland RV at 260-562-3500 or DCRVWarranty@cruiserrv.com.

Thank you for your attention and cooperation in this matter.

Sincerely,
CRV Service Department

cc: Transport Canada

