



IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 22V-882)

<<Owner Name>>
<<Address>>
<<City, State, Zip>>

Dear Valued Customer:

This notice applies to your vehicle: <<VIN for vehicle>>

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

Holiday House, LLC d/b/a Holiday House RV has decided that a defect which relates to motor vehicle safety may exist in certain 2021-2022 27RQ, 24TB, and 18RB travel trailers.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment is to provide you with the highest level of service and support.

What is the issue? Certain LP gas Quick Disconnect(s) may have a defect in the brass which has caused it to crack, or which may increase the likelihood that a crack may develop in the future. A crack may result in a low-pressure propane leak on the outside of the recreational vehicle.

What is the risk? A propane leak in the presence of an ignition source could lead to a fire or explosion, which could result in property damage, physical injury, or in rare cases, death. The risk of injury is heightened if the leak occurs while the recreational vehicle is in an enclosed or poorly-ventilated area.

Until such time as your recreational vehicle is serviced to correct this issue, please do not park your vehicle in an enclosed space, poorly-ventilated area, at or near any ignition sources, or near your home, garage, or other areas which are prone to catch fire.

What is the Remedy? If your recreational vehicle is affected by this recall, Holiday House RV will replace the affected LP Quick Disconnect(s) free of charge and at no cost to you.

How long will it take?

The actual repair should take less than thirty minutes to perform. However, due to service scheduling requirements, certain authorized dealers may require that you leave your vehicle at their location for a longer period of time. In addition, your vehicle will require an inspection prior to service to determine if any parts need to be ordered. If parts need to be ordered by your authorized dealer, then repairs will not be made until the dealer receives the replacement parts.

What should you do?

Immediately contact the authorized dealer that sold you the vehicle to schedule an appointment to have your vehicle inspected and serviced at no charge to you. If you are unable to schedule an appointment with the authorized dealer that sold you your recreational vehicle, you may contact Holiday House RV at (574) 206-0016 to obtain a list of other authorized dealers who are able to service your vehicle.

When bringing your recreational vehicle in for service, it may be helpful if you provide a copy of this letter to your authorized dealer.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

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

What if you previously paid for this repair?

If you previously paid for a repair addressing the issue described in this notice, then you still need to have your vehicle inspected by an authorized dealer to ensure that the correct replacement parts were used.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Refund requests may be sent directly to Holiday House RV, 25771 Miner Road, Elkhart, IN 46514. When mailing your refund request, please include a copy of your original repair receipt and any other supporting documents evidencing that a repair was made.

What other information should you know?

If you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date, or within three days of receiving the replacement part(s) necessary to repair your vehicle, please contact Holiday House RV at (574) 206-0016. If after contacting your dealer and Holiday House RV you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the National Highway Traffic Safety Administration, 1200 New

Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.nhtsa.gov.

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.

What if you have more questions? Holiday House RV will be happy to answer any other questions that you have regarding this recall. Please call us at (574) 206-0016.

We certainly regret this inconvenience, but your safety is our most important priority. With your help and support, we will promptly remedy this issue.

Sincerely,

Holiday House RV