



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**
Safety Recall: 19V-525
September 9, 2019

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. Heartland RV (Heartland) has decided that a defect which relates to motor vehicle safety exists in certain Heartland travel trailers. 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 On certain fifth wheel trailers the electrical connection for the air conditioning units may not be done properly. The electrical connector may not be crimped as specified. This could allow resistance and heat to build up in the connection and cause a failure which could result in property damage, personal injury, and/or death.

What we will do Heartland will have an authorized dealer or repair center replace the bell cap connectors with yellow wire nuts and wrap them in electrical tape. This repair should take no longer than 2 hours to complete. This defect will be corrected at no expense to you, the owner.

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 email at 'warranty@heartlandrvs.com', or by phone at 877-262-8032. 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 Heartland by contacting the **Heartland Warranty/Service Department**.

If after contacting Heartland 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.

Thank you for your attention and cooperation in this matter.

Sincerely,
Heartland RV Service Department



cc: National Highway Traffic Safety Administration (NHTSA)

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

□ □ □ □ □ □ □ □

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____
Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mrs.
- Mr. & Mrs.
- Dr.
- Mrs.
- Ms.
- Rev.
- Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

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

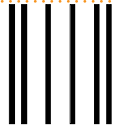


U.S. Department of Transportation
Issued in Accordance
With Federal Law

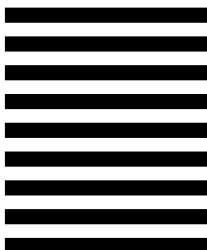
IMPORTANT SAFETY RECALL INFORMATION

IMPORTANT! SAFETY RECALL NOTICE

HEARTLAND RV
2831 DEXTER DR
ELKHART, IN 46514-8225



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 29 ELKHART IN
POSTAGE WILL BE PAID BY ADDRESSEE

HEARTLAND RV
2831 DEXTER DR
ELKHART IN 46514-9917

