



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20v-140

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 that certain Travel Trailers do not conform to 49 CFR Part 567 – Certification. And Federal Motor Vehicle Safety Standard. On the vehicles subject to this recall, the Federal Certification Label and Tire Placard may contain incorrect or missing information. 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

It has been decided that certain 2020 Shadow Cruiser Ultra Lite the travel trailers subject to this recall campaign may have a Federal Certification label on these vehicles that does not have the correct Gross Vehicle Weight Rating (GVWR) and axle rating listed on the label. If the GVWR is not listed, the operator would not know the trailer's weight limit and may overload the vehicle, increasing the risk of a crash.

What we will do

Heartland will have an authorized dealer or repair center replace the Federal Certification Label. This will be corrected at no expense to you, the owner. This recall should take 30 minutes to complete. We have enclosed the replacement label so that it can be replaced quickly.

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 Cruiser by contacting the **Cruiser 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.

Thank you for your attention and cooperation in this matter.

Sincerely,
Cruiser RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

