



**HEARTLAND®**  
RECREATIONAL VEHICLES

## IMPORTANT SAFETY RECALL

«OWNER»  
«STREET»  
«CITY», «STATE» «ZIP\_CODE»  
Attn: Service Manager

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 20v-521  
Transport Canada : 2020-402

Dear Heartland RV Valued Dealer:

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 manufactured from 1/25/2019 to 5/20/2020. 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 2019 -2021 Cyclones, 2020-2021 Big Horn Traveler, & 2020-2021 Elkridge fifth wheels, the front landing legs are not properly supported and could buckle and collapse the front of the unit when it is parked stationary. This could lead to an increased risk of injury, fire, and/or damage to property

Instructions for the repair and a list of the affected coaches with their VIN #'s can be found on the warranty portal. Please verify your stock for any of the affected coaches and 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.

Please have the VIN #'s of the affected travel trailers available when you call.

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

**Note:** It is a violation of federal law (CFR 49 Part 573.11&12) for a dealer to deliver a new vehicle that has been sold prior to completing this recall. Please be sure to address any vehicles in your inventory that are affected by this recall action.

If you have questions concerning this recall or if you need any assistance please contact the **Warranty/Service Department** by phone at 877-262-8032.

Thank you for your attention and cooperation in this matter.

Sincerely,  
**Heartland RV Service Department**

cc: National Highway Traffic Safety Administration (NHTSA)  
Transport Canada

