



IMPORTANT SAFETY RECALL

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

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall:
Transport Canada:

Attn: Service Manager

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 2021 Heartland travel trailers manufactured. 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 2021 Mallard and 2021 North Trail travel trailer some refrigerator roof vents were not routed properly during production. Improper venting could cause the refrigerator to overheat and / or not allow exhaust gases to escape properly. This could lead to an increased risk of fire, personal injury or death.

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. 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 Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

Thank you for your attention and cooperation in this matter.

Sincerely,
Heartland RV Service Department

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

