



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 21v557
Date:

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 on certain 2021 Mallard and 2021 North Trail 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 2021 Mallard and 2021 North Trail travel trailers 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.

What we will do

Heartland will have an authorized dealer or repair center inspect the unit for proper roof ventilation. The authorized dealer or repair center will route out hole(s) and add roof vent and cap as needed. This repair should take no more 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)

