



DEXTER

A Tomkins Company

October 21, 2010

**Reference: RECALL NO. Dexter: Campaign #10E048
Heartland: Campaign #10V461**

Dear Heartland RV Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dexter Axle has determined that a defect involving motor vehicle safety exists in certain trailers produced by **Heartland RV** between August 15, 2010 and September 7, 2010. Our records indicate that you own one or more of these trailers identified with the following VIN:

The nature of the defect relates to certain axle produced in August, 2010. These axles may have cracks in the spindle welds which can result in a dangerous separation of the wheel end from the vehicle.

Accordingly, Dexter Axle is entering into a voluntary recall campaign. The recall remedy will involve inspection and replacement of the axles if they are found to be included in the suspect lot. If repairs are necessary, most authorized **Heartland RV** dealers can provide that service.

The toll free number to call is 1-800-400-2164. Someone will be available to assist you between the hours of 8:00 AM to 5:00 PM Eastern Standard Time. Repairs will be made at no cost to you.

If you no longer own the affected vehicle or, for any other reason cannot have the recall service work performed, please notify us in writing. If the vehicle has been sold, give the name and address of the subsequent purchaser if it is known and/or the disposition of the trailer.

If you believe that Dexter Axle has failed to remedy this defect or that there has been unreasonable delay in securing the repair, you may submit a complaint to:

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. SW
Washington, D.C. 20590

or call their Hotline @ 1-800-424-9393 and 1-202-366-0123 for Washington DC area residents.

Sincerely,

William L. Dunlap
Sr. Vice President of Engineering
Dexter Axle Company

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Dexter Axle • Dexter Chassis • Dexter Door • Ventline