



## SAFETY RECALL NOTICE

October 22, 2010

AMANDA K. TABOR  
48501 E 4400 RD  
PAWNEE 74058

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Heartland has decided that a defect which relates to motor vehicle safety exists in certain travel trailers manufactured from July 14, 2010, and September 14, 2010, equipped with certain range-oven units supplied by Atwood Mobile Products LLC. This decision was based upon information provided by Atwood Mobile Products that a defect exists in certain range-oven units manufactured by Atwood from July 1, 2010 through September 20, 2010.

### **What Vehicles are being recalled?**

This recall affects 2011 North Country trailers that were equipped with Atwood range models whose model number/name begins with RV1735, RV2135 or RA2135 and whose date code falls within the range 07/01/10 through 09/20/10.

Our records indicate that you are the owner of one of the affected vehicles as follows:

Year: 2011, VIN: 5SFEB3729BE226436, Make: NC, Model: 321BHDD

### **What is the Problem?**

Some of the subject units may contain a small fracture within the line delivering gas to the oven cavity burner. A fracture may allow gas to leak, causing an unexpected build up of gas in the vehicle. This condition can lead to a fire or explosion, and poses an asphyxiation risk.

Gas is supplied through this line only when the oven cavity is in use, and thus this condition is not present when the range oven controls are off. ***Therefore, we urge you not to use the oven function on your unit until it has been inspected or repaired.*** The range top burners may be used as normal, as long as the oven controls are off.



## What Should You Do?

Obtain your range's model number, serial number and date code from the data plate which is located under the cook top as shown in the picture below. To raise the cook top, apply pressure using your thumbs to the front corners of the cook top and push backwards to release the mechanism. Raise the cook top so that you can view the data plate. If your range model number begins with RV1735, RV2135 or RA2135 AND the date code is within the range 07/01/10 – 09/20/10, look to see if your range has a green check mark near the data plate to indicate that your range has previously been certified as good. If you find a green check mark, enter your Manufacturer, VIN, model number, serial number and date code on the enclosed postage paid postcard and mail it back to Atwood. Alternatively, you can email the information to Atwood at [range@atwoodmobile.com](mailto:range@atwoodmobile.com).

## Atwood Model Number & Date Code Location





## Previously Certified Units - Burner Box Green Check



If your range model numbers AND date code fall within the recall range, and there is no visible check mark on your unit, please schedule an appointment with their nearest authorized Atwood Service Center to have your range inspected and, if necessary, repaired without cost to you.

### What We Will Do?

Atwood Mobile Products, in cooperation with Heartland, is conducting a safety recall campaign to address this issue. An authorized Atwood service center will inspect the suspect gas line on your range-oven unit. If the defect is present, the gas line will be replaced. This work will be performed free of charge.

If you no longer own the vehicle covered by this Safety Recall Notice, please provide the name and contact information for the new owner by contacting Atwood at [range@atwoodmobile.com](mailto:range@atwoodmobile.com) or by phone at (574)266-4749. This will enable us to advise the new owner of this recall.

Pursuant to Federal law, any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If Atwood Mobile Products or Heartland fail or are unable to provide a remedy within a reasonable time, you may wish to contact the Administrator, National Highway Traffic Safety



Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

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We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products.

Sincerely,

Sean Andrews  
Director of Dealer Services