



September 16, 2013

Subject: Safety Recall 13V-394

Dear Customer:

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

Heartland has decided that certain 2013 Cyclone Fifth Wheel Travel Trailers fail to conform to Part 567, "Certification Regulation." On the vehicles subject to this recall, the Federal Identification Label does not contain the correct Gross Vehicle Weight Rating (GVWR) information. The label states the GVWR to be 18,000 lbs. when the actual GVWR is 16,000 lbs. unknowingly overloading the trailer could drastically alter the handling characteristics of the trailer increasing the risk of a crash causing property damage or personal injury.

Heartland has enclosed the corrected label to remedy the situation.

At your earliest convenience, remove the existing label and apply the new Federal Identification Label over where the previous label was located, (note that not all the label will be removed). If you require assistance installing the labels, please make an appointment with your dealer and bring the unit to the dealership and they will install the labels at no cost to you.

If you have questions concerning this recall or if you need any assistance such as locating an authorized dealer or repair facility, please contact the **Warranty/Service Department** by email at 'parts@heartlandrvs.com', or by phone at 877-262-8032.

If after receiving this notice you have questions you may contact Heartland RV at 877-262-8032, please have this letter and your VIN # available for prompt service.

After contacting your dealer or Heartland RV and you are still having problems getting your vehicle remedied or there has been an unreasonable delay in securing repairs, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or 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.

Your safety and satisfaction is important to us and we regret any inconvenience this may cause you.

Respectfully  
Heartland RV