



Heartland RVs  
1001 All Pro Drive  
Elkhart, IN 46514

NHTSA Recall No. 14V-128

## ***IMPORTANT SAFETY RECALL***

***This notice applies to your vehicle, VIN# [REDACTED]***

Dear [REDACTED]:

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

### **Reason for This Recall**

Heartland has decided that a defect which relates to motor vehicle safety exists in certain Heartland travel trailers manufactured between January 30, 2013 and July 31, 2013. Other trailer models manufactured by Heartland during this time period are not included in this recall.

All of the travel trailers subject to this recall campaign are equipped with a Frigidaire Microwave Model CFMV152CLB or Model CFMV154CLS. The microwaves in these travel trailers may self-start and begin heating while unattended. If the microwave has something stored in the cavity and the microwave begins heating the contents while unattended, there exists a risk of smoke or fire inside the microwave.

### **What We Will Do**

Heartland will contact Frigidaire on your behalf to set up a service call to come to you to repair your microwave. The remedy is to repair the membrane/keypad component. This defect will be corrected at no expense to you, the owner. The repair should take approximately 30 minutes to complete.

### **What You Should Do**

Please remove all materials from inside of your microwave immediately. You may continue to use the microwave if nothing is stored in it per manufacturer's instructions.

You are to contact Heartland at 1-877-262-8032 to make an appointment to have your microwave serviced by Frigidaire. You will need to provide the following information on the phone call:

- VIN of your travel trailer
- Microwave model and serial number
- Name and address(where you want your unit serviced), and phone number



Heartland RVs  
1001 All Pro Drive  
Elkhart, IN 46514

NHTSA Recall No. 14V-128

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 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**.

### **Notifications**

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Heartland fail or be unable to correct the defect without charge, you may write 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>.

Regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our travel trailers.

Sincerely,

**Heartland RV Service Department**

Re: NHTSA Recall No. 14V-128