



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-049
February 9, 2015

IMPORTANT SAFETY RECALL

WINDISH RV CENTER, INC.
10571 W. I-25 FRONTAGE RD
LONGMONT, CO 80504

This notice applies to your vehicle: 5SFBG4328FE294216

Dear WINDISH RV CENTER, INC.:

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 in certain Heartland travel trailers manufactured between September 04, 2014 to January 20, 2015 models 3800FL, 3900FLP and 3750FL. Other trailer models manufactured by Heartland during this time period are not included in this recall. 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***

It has been decided that all of the travel trailers subject to this recall campaign may have improper hitch weight. If the trailer is loaded improperly there exists a risk of poor handling and the increased risk of an accident.

***What we
will do***

Heartland will correct this situation for proper handling and weight distribution. This remedy will be completed at no expense to you.

***What we need
you to do***

At your earliest convenience, contact the **Heartland Warranty/Service Department** by phone at 1-877-262-8032 to arrange for the completion of the recall. 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 'service@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)

