



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**  
 Safety Recall: 15V-198  
 January 26, 2017

**IMPORTANT SAFETY RECALL**

NAME  
 ADDRESS  
 CITY, ST ZIP-Z4

**This Second notice applies to your vehicle: VIN**

Dear NAME:

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 with the Hickory Springs Quad steps from November 3, 2014 to February 28, 2015. 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 are equipped with a Hickory Springs Quad steps. It has been decided a rivet on the quad step may fail during use causing the step assembly to separate. The rivet may become loose or shear, causing the step assembly to be loose or unstable. This instability could cause a person to lose their balance and fall increasing the risk of personal injury.

***What we will do***

Heartland will have an authorized dealer or repair center inspect the step and replace the two (2) rivets joining the second and third step from the ground and the four (4) rivets on the top step with fasteners. This will be corrected at no expense to you, the owner. The inspection and repair should take no longer than 2 hours.

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

At your earliest convenience, Please contact your local dealer to set up an appointment to have this inspected and if needed corrected immediately, this service will be performed free of charge. 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 '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**.

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)

