



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 16V-201
April 22, 2016

IMPORTANT SAFETY RECALL

CONSUMER
ADDRESS
CITY, ST ZIP

This notice applies to your vehicle: VIN NUMBER

Dear CONSUMER:

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 Torque travel trailers manufactured from February 2, 2016 to March 16, 2016. 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 safety chains on the A-frame that are rated for 11,700 pounds each. Each safety chains should be rated equal to or greater than the gross vehicle weight rating (GVWR) of the travel trailer. In the event the main trailer connection fails, the weight of the trailer could break the safety chains. This would allow the trailer to separate from the vehicle, increasing the risk of a crash.

***What we
will do***

Heartland will have an authorized dealers replace the existing safety chains with chains that have the proper rating. This will be corrected at no expense to you, the owner, and should take no longer than ½ hour.

***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)

