



RECREATIONAL VEHICLE

SAFETY RECALL NOTICE

Safety Recall: 16V-879

January 11, 2017

IMPORTANT SAFETY RECALL

Owner
Address
City, ST Zip

This notice applies to your vehicle: VIN

Dear Owner:

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 Landmark Fifth Wheel travel trailers manufactured from September 30, 2015 to October 24, 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

On certain Landmark fifth wheel trailers manufactured with the Disc Brake Option, The spare tire steel wheel will not properly fit on the axle hub with units that have the disc brake option. The steel wheel will not seat properly requiring constant re-torque and will rub against the disc brake caliper till it comes into contact with the brake line. The correction is to replace the WHEEL of the spare tire with an aluminum wheel, it could lead to an increased risk of injury and/or damage to property.

What we will do

Heartland will have an authorized dealer or repair center replace the Steel wheel with an aluminum wheel. If you prefer to have the wheel sent to you and have it replaced at a local tire center please contact HRV customer service to arrange shipping and reimbursement. This defect will be corrected at no expense to you, the owner.

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 'warranty@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)

