



IMPORTANT SAFETY RECALL



Attn: Service Manager

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-564
2017-439
September 12, 2017

Dear Heartland RV Valued Dealer: 

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 from between April, 3 2017 and July, 19 2017. 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 Heartland & Cruiser Travel trailers manufactured in our Idaho production Facilities the Axles were installed backwards. This can cause around a 10% degradation in braking performance. With the brake backwards, the larger secondary shoe will be actuating the smaller primary shoe. This can cause brake squeal and chatter, additionally there is the potential for the actuating arm to catch the shaft and temporarily lock up the brakes. The correction for this is to flip the axles so that the axles are in the correct orientation for travel.

Instructions for the repair and a list of the affected coaches with their VIN #'s can be found on the warranty portal. Please verify your stock for any of the affected coaches and 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.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Please have the VIN #'s of the affected travel trailers available when you call.

If you have questions concerning this recall or if you need any assistance please contact the **Warranty/Service Department** by phone at 877-262-8032.

Thank you for your attention and cooperation in this matter.

Sincerely,
Heartland RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

