



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**  
 Safety Recall: 17V-564  
 September 19, 2017

**IMPORTANT SAFETY RECALL**



**This Second notice applies to your vehicle:** [Redacted]

Dear [Redacted]:

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 our Idaho plant between April, 3 2017 and July, 19 2017. We apologize for any inconvenience this action may cause you, however your continued satisfaction are of the utmost importance to us.

***Reason for this T.S.B***

On certain Heartland Travel trailers manufactured in our Idaho production Facilities the Axles were installed backwards. This issue it can cause reduced braking, brake squeal and chatter and in some cases the brakes can temporarily lock up. The correction for this is to flip the axles so that the axles are in the correct orientation for travel.

***What we will do***

Heartland will have an authorized dealer or repair center flip the axles to the correct orientation for travel. This will be corrected at no expense to you, the owner. This recall should take approximately 3hrs to complete.

***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 574-206-7920. 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)

