



Recreational Vehicle Safety Recall Notice
Safety Recall: 17V-750

January 15, 2018

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [REDACTED]

T1 P1 00000004

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Following a November 2017 recall announced by Kidde, HEARTLAND has decided that a defect which relates to motor vehicle safety exists in certain 2003 thru 2018 Model Year HEARTLAND recreational vehicles. As a result, HEARTLAND is conducting a safety recall. 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

The vehicles subject to this recall may have an affected Kidde portable fire extinguisher installed in them. Kidde has determined that certain fire extinguishers can become clogged or require excessive force to activate, posing a risk of failure to discharge. In addition, the nozzle can detach with enough force to pose an impact hazard. In the event that the fire extinguisher does not operate properly, injury or fatality may result.

Two models of Kidde fire extinguishers are impacted by this recall:

1. Fire Extinguishers with Plastic Handles:



2. Pindicator/Push Button Fire Extinguishers:



If the fire extinguisher experiences one of the conditions described above, it may not function properly, creating an increased risk of injury in the event of a fire.

2831 Dexter Dr., Elkhart, IN 46514
Phone: (877) 262-8032
www.HEARTLANDRVS.com

WHAT WE WILL DO

HEARTLAND will provide you with information on how to obtain a new fire extinguisher from Kidde at no charge. The customer instructions for the Kidde Recall are provided below.

WHAT WE NEED YOU TO DO

First, you will need to locate the fire extinguisher or extinguishers in your recreational vehicle. They will be located near the entry doors. If the fire extinguisher was not manufactured by Kidde, there is no further action required on your part.

If Kidde manufactured your fire extinguisher, review the Kidde website at www.kidde.com to find instructions on how to inspect your fire extinguisher to determine whether a replacement is needed. You may also contact Kidde for assistance at 1-855-262-3540.

After inspecting your fire extinguisher, if a replacement is needed, you may order online at www.kidde.com or contact Kidde direct at 1-855-262-3540 from 8:30am to 5pm EST, Monday through Friday, and 9am to 3pm EST, Saturday and Sunday to obtain a new extinguisher at no charge.

Please have your Vehicle Identification Number (VIN) available when you contact Kidde. Please state you are a HEARTLAND vehicle owner and have been notified by HEARTLAND of the recall.

Kidde will ship you a free replacement fire extinguisher at no charge.

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS

If you do not have access to a computer or need further assistance, please contact Kidde at 1-855-262-3540. Please contact the HEARTLAND **Warranty/Service Department** by mail at 2831 Dexter Dr, Elkhart, IN, US 46514, **or** by phone at 877-262-8032 if Kidde is unable to assist or does not remedy the condition within a reasonable amount of time, or without charge to you.

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>.)

We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,
HEARTLAND Customer Support
cc: National Highway Traffic Safety Administration (NHTSA)



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