



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 17V-090
 January 2, 2018

IMPORTANT SAFETY RECALL

«NAME»
 «ADDRESS»
 «CITY», «ST» «ZIP_»-«Z4»

This notice applies to your vehicle: «VIN»

Our records indicate that you have not had this recall completed

Dear, «NAME»:

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 Cyclone & Road Warrior Fifth Wheel travel trailers manufactured from August 22, 2016 to February 01, 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 Cyclone & Road Warrior fifth wheel trailers manufactured with a Furrion Cook Top. The LP hose going to the cook top is angled down and is pressing against the top of the oven causing the LP hose to put excessive pressure on the hose fitting and gas valve. This could cause the hose or valve to develop an LP leak over time and 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 install a flexible gas connector from the cook top to the LP hose. The flexible gas connector will allow it to be positioned so as not to put pressure on the valve.” This defect will be corrected at no expense to you, the owner. The repair should take about 1hour to complete once the dealer has the repair part.

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)

