



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 17V-690
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 may exist in certain Heartland travel trailers manufactured from May 31, 2017 to October 6, 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 Pioneer travel trailers the Flex tech LP manifold block may be located directly above the center axle hanger shackle. If the shackle makes contact with the manifold block, LP hose or fittings damage to these components could occur causing an LP gas leak, this could lead to an increased risk of injury, fire and/or damage to property.

***What we
will do***

Heartland will have an authorized dealer or repair center inspect and if necessary re-locate the manifold block away from the shackle area. This defect will be corrected at no expense to you, the owner. The inspection and if repairs are required should take no more than an hour.

***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)

