



IMPORTANT SAFETY RECALL

DEALER
ADDRESS
CITY, ST ZIP
Attn: Service Manager

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 18V-819

December 3, 2018

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 September 20, 2018 to September 27, 2018 with Dexter D35 axles. 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 travel trailers manufactured with a Dexter D35 Axle Potentially may have been manufactured with insufficient greasing of the inner bearing. If this occurs hub could build excessive heat that could damage the hub or spindle. Wheel may become wobbly if bearing starts to fail. Inspection for proper grease and or bearing damage will determine the type of service required. Defective axles will be inspected and or serviced as required at no charge to the customer. If not corrected it could lead to an increased risk of injury and/or damage to property

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.

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

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

Note: It is a violation of federal law (CFR 49 Part 573.11&12) for a dealer to deliver a new vehicle that has been sold prior to completing this recall. Please be sure to address any vehicles in your inventory that are affected by this recall action.

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)
Transport Canada

