



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 18V-760
 November 16, 2018

IMPORTANT SAFETY RECALL

«OWNER»
 «STREET»
 «CITY», «STATE» «ZIP_CODE»

This notice applies to your vehicle: «WARRANTY ID»

Dear «OWNER»:

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 March 17, 2018 to October 10, 2018. 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 BH280 Travel Trailers manufactured with an outside camp stove, a flexible LP gas line was installed on the outside cooktop running into the firebox of the stove. Installation instructions states this must be rigid metal tube. Excessive heat can damage the hose and could lead to an increased risk of Fire, Personal injury and/or damage to property.

What we will do

Heartland will have an authorized dealer or repair center install a rigid metal tube through the Fire box of the stove to connect to the LP hose, this defect will be corrected at no expense to you, the owner.

What we need you to do

Immediately discontinue any use of the outside camp stove until it is repaired. 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 and should take no longer than 1 hour to do the repair.

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)

