



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**  
 Safety Recall: 18V-819  
 December 7, 2018

**IMPORTANT SAFETY RECALL**

OWNER  
 STREET  
 CITY, ST ZIP

**This notice applies to your vehicle: VIN #**

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 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

***What we will do***

Heartland will have an authorized dealer or repair center inspect your axles hubs. Defective axles will be serviced as required based on the inspection. This defect will be corrected at no expense to you, the owner. The initial inspection should take no longer than 1hour.

***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)

