



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 18V-852
 December 26, 2018

IMPORTANT SAFETY RECALL

OWNER
 ADDRESS
 CITY, ST ZIP

This Second 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 certain Travel Trailers do not conform to 49 CFR §571.108 – S8.1.3 Mounting Location (FMVSS 108). 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 fifth wheel trailers the forward reflectors on one or both sides of the camper may not have been installed. This could lead to an increased risk of injury and/or damage to property.

What we will do

Heartland we will have an authorized dealer or repair center inspect and if needed install the reflector(s). This will be corrected at no expense to you, the owner. This recall should take only a few minutes to complete.

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)

