



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 18V-896
February 11, 2019

IMPORTANT SAFETY RECALL

RETAIL OWNER
STREET
CITY, STATE ZIP

This notice applies to your vehicle: VIN #

Dear RETAIL 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 Milestone 377MB manufactured from August 23, 2018 to December 14, 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 Milestone 377MB The LP supply hose that is routed to go to the Water heater is run through the wheel well and is not properly secured. The securement was made with a plastic zip tie. If the Zip tie breaks the LP hose can make contact with the tire. 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 install a rubber coated steel clamp and secure it to the frame. This defect will be corrected at no expense to you, the owner. The remedy is expected to take less than 30 minutes.

***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)

