



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 18V-510
 August 21, 2018
 April 5, 2019

IMPORTANT SAFETY RECALL

NAME
 ADDRESS
 CITY, ST ZIP-Z4

This Additional notice applies to your vehicle: VIN

Dear NAME:

This Additional 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 on December 1, 2017. 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

It has been decided on certain SD XLT travel trailers manufactured in this recall population may have been manufactured with ST205/75R14 Load Range C Tires rated for 1760 lbs. instead of ST205/75R14 Load Range D Tires rated for 2040 lbs. These insufficient load range tires were inadvertently mixed in with the correct load range tires at the plant. If the vehicle is equipped with incorrect tires, premature wearing may occur, increasing the risk of a crash.

What we will do

Heartland will have an authorized dealer or repair center inspect your tires to verify they match your Federal tire and VIN plaque. If your vehicles has the wrong tires installed replacement tires with the correct load range will be install. This defect will be corrected at no expense to you, the owner. The recall remedy should take about 80 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)

