



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 2020-402
 Manufacture # 99.01.53 & 99.01.54
 Date: 8/31/2020

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 Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Heartland RV (Heartland) has decided that a defect which relates to motor vehicle safety exists on certain 2019 -2021 Heartland Cyclone, 2020-2021 Big Horn Traveler, 2020-2021 Elkridge Fifth wheel trailers. 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 2019 -2021 Cyclones, 2020-2021 Big Horn Traveler, & 2020-2021 Elkridge fifth wheels, the front landing legs are not properly supported and could buckle and collapse the front of the unit when it is parked stationary. This 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 an additional bracket on the front jacks Cyclones (Part number -0363841) or Big Horn Traveler/Elkridge (Part number -0363482). This repair should take no more than 30 minutes – 1 hour to complete. This defect will be corrected at no expense to you, the owner.

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 Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510. 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: Transport Canada

