



IMPORTANT SAFETY RECALL

«OWNER»
«STREET»
«CITY», «STATE» «ZIP_CODE»

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 21v428
Transport Canada: 2021-364

Attn: Service Manager

Dear Heartland RV Valued Dealer:

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 2018 to 2021. 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 2018-2021 Idaho Mallard, Idaho North Trail, Idaho Shadow Cruiser, Idaho Sundance XLTTT, Idaho Wilderness, Prowler, Trail Runner, 2020-2021 Lithium, 2018-2019 Pioneer, & 2018-2019 Terry Classic travel trailers were built with a model 6020 propane regulator manufactured by Winntec that may have a faulty secondary rubber seal. This malfunction may result in propane pressures that exceed the propane appliances design limits and/or may be venting propane to the atmosphere which could result in a fire that results in property damage, personal injury, or death.

Instructions for the repair and a list of the affected coaches with their VIN #'s can be found on the warranty portal. Please verify your stock for any of the affected coaches and 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.

Please have the VIN #'s of the affected travel trailers available when you call.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Note: It is a violation of federal law (CFR 49 Part 573.11&12) for a dealer to deliver a new vehicle that has been sold prior to completing this recall. Please be sure to address any vehicles in your inventory that are affected by this recall action.

If you have questions concerning this recall or if you need any assistance please contact the **Warranty/Service Department** by phone at 877-262-8032. 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.

Thank you for your attention and cooperation in this matter.

Sincerely,
Heartland RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)
Transport Canada

