



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
 Safety Recall: 21v428
 Date: August 1, 2018

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 National Traffic and Motor Vehicle Safety Act. Heartland RV (Heartland) has decided that a defect which relates to motor vehicle safety 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. 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

The vehicles subject to this recall 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.

What we will do

The remedy is to replace the regulator and pigtails. The repair should take approximately 35 minutes to complete. This repair will be done at no cost to you.

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)

