



IMPORTANT SAFETY RECALL

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

Attn: Service Manager

<<VIN>>

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. Cruiser RV (Cruiser) has decided that a defect which relates to motor vehicle safety exists in certain Cruiser travel trailers manufactured in 2022. 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 that certain 2022 Cruiser Shadow Cruiser travel trailers subject to this recall campaign may have a Federal Certification label on these vehicles that do not have the correct Gross Axle Weight Rating (GAWR) listed on the label. If the GAWR is not listed properly, the operator would not know the trailer's correct weight limit and may overload the vehicle, increasing the risk of a crash

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 260-562-3500.

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 260-562-3500. 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

RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 22v521
TC Canada: 2022-390
Warranty Code: 99.03.23

