



**HEARTLAND**<sup>®</sup>  
RECREATIONAL VEHICLES

## IMPORTANT SAFETY RECALL

«OWNER»  
«STREET»  
«CITY», «STATE» «ZIP\_CODE»

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

TC Canada: 2023-236

Date:

### 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 be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance could affect the safety of a person. Heartland RV has decided that certain fifth wheels do not conform to Section 6 and CMVSS 120 of the Motor Vehicle Safety Act – Certification. On the vehicles subject to this recall, the Tire Placard may contain incorrect tire and rim sizes. 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 2023 Heartland Big Horn fifth wheels subject to this recall campaign may have a Tire Placard on these vehicles that do not have the correct tire and rim size listed on the placard. The owner would not know the correct tire for replacement if the need would arise. This could lead to the incorrect tire and or rim being substituted. This could lead to an increased chance of towing issues and a crash or personal injury.

#### *What we will do*

Heartland will have an authorized dealer or repair center replace the Federal Certification Label. This will be corrected at no expense to you, the owner. This recall should take 10-12 minutes to complete. We have enclosed the replacement label so that it can be replaced quickly.

#### *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 that 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