



IMPORTANT SAFETY RECALL

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**
Safety Recall: 24V236
Warranty Code:

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

«Warranty_ID»

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 on certain 2023-2024 Eddie Bauer, Fuel, Mallard, North Trail, Sundance, Lithium, Pioneer, Prowler, Torque and Trail Runner travel trailers and 2023-2024 Big Country, Big Horn, Corterra, Elk Ridge, Fuel, Gravity, Milestone, South Fork Fifth Wheels. 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***

Vehicles subject to this recall were built with a Suburban range / oven with LED lights behind the knobs. These LED were not properly protected by the manufacture and could overheat and malfunction. This malfunction could result in the LED lights melting and or catching fire, which could lead to 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, 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>).

Thank you for your attention and cooperation in this matter.

Sincerely,
Heartland RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

