



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**  
Safety Recall: 24v236  
Date:

**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 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***

The 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.

***What we will do***

The remedy is to cut the power to the Red LED lights or have the lights removed. The repair should take approximately 30 minutes to complete. This repair will be done at no cost to you. All reimbursements will be covered by Heartland’s general reimbursement plan.

***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 ALREADY HAD THE RED LIGHTS DISABLED OR THE LED LIGHTS REMOVED FROM YOUR SUBURBAN RANGE PLEASE NOTIFY HEARTLAND CUSTOMER SERVICE AT [RECALLS@HEARTLANDRV.COM](mailto:RECALLS@HEARTLANDRV.COM) OR 877-262-8032\*\*\***

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**. Please download the Heartland owner’s app in your mobile devices’ app store for the most up to date information.

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)

