



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 24V315
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 that certain 2024 Heartland Eddie Bauer travel trailers do not conform to Federal Motor Vehicle Safety Standard 120, Wheels and Rims Other Than Passenger Cars and 49 CFR Part 567 – Certification. On the vehicles subject to this recall, the Federal Certification Label and Tire Placard may contain incorrect or missing information. 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 2024 Heartland Eddie Bauer travel trailers 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 size for replacement if the need would arise. This could lead to the incorrect tire and or rim being substituted. This could lead to an increase 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 and Tire Placard. 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. All reimbursements will be covered by Heartlands 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 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)

