



RECREATIONAL VEHICLE
SAFETY RECALL NOTICE
Safety Recall: 24v605
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 2024-2025 Torque Travel Trailers. 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 an optional Onan 5.5 Generator. These generators were not properly vented during manufacturing and could overheat and malfunction. This improper venting could result in the generator overheating and or catching fire, which could lead to property damage, personal injury or death.

What we will do

The remedy for this defect is to have the venting area properly routed out by a dealer or service provider. The repair should take approximately 5 hours 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 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 and 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)

