



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**

Safety Recall: 25v304  
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 exists on certain 2024-2025 Cyclone model 4008 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 may have removable MorRyde steps that have clip-on brackets to hold a removable step. MorRyde has found a potential issue where the receiver for the removable step that is installed on these brackets was not manufactured with the required thread locking compound. With the absence of the thread locking compound, the receiver may come loose and disengage from the brackets. If this happens during use it could result in fall and personal injury.

***What we will do***

The remedy is to have the mounting brackets replaced with new ones from MorRyde with the proper thread locking compound applied. The repair should take approximately 15 minutes to complete. This repair will be corrected 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](mailto: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 to 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. If you no longer own the vehicle, please notify Heartland RV at 877-262-8032 or [recalls@heartlandrvs.com](mailto:recalls@heartlandrvs.com).

Thank you for your attention and cooperation in this matter.

Sincerely,  
**Heartland RV Service Department**  
cc: National Highway Traffic Safety Administration (NHTSA)

