



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 25v579

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. Cruiser RV (Cruiser) has decided that there is a defect which relates to motor vehicle safety on certain 2025 Avenir A-19BH 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 underslung axle. These axles do not allow for proper clearance between the tire and the wheel well. This improper clearance could lead to wear or damage of the tires, which could lead to an increased risk of tire blowout and crash with personal injury.

***What we
will do***

The remedy for this defect is to have the axle changed to an over slung axle by a dealer or service provider. The repair should take approximately 1 hour 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 phone at 260-562-3500 or DCRVWarranty@cruiserv.com. 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 Cruiser by contacting the **Cruiser Warranty/Service Department**.

If after contacting Cruiser 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. If you no longer own this vehicle, please inform Cruiser RV at 260-562-3500 or DCRVWarranty@cruiserv.com.

Thank you for your attention and cooperation in this matter.

Sincerely,
Cruiser RV Service Department

cc: National Highway Traffic Safety Administration (NHTSA)

