



June 21, 2016

Dealer
Attn: Service Manager
Address
City, st zip

Subject: Technical Service Bulletin 98.01.19 Dometic Blizzard AC System on Landmark, Bighorn & Big Country.

Dear Dealer:

It has been determined that due to improper build specifications from Dometic on its Blizzard AC System air flow requirements, the AC system has too high of a static air pressure. This static air pressure causes the accumulated standing water to splash into the return air duct. This condensation can cause damage if not corrected immediately.

After you receive this notice please check your inventory and correct all product immediately. Heartland will e-mail the repair procedures to all selling dealerships as well as post on the main portal page. Please file separate warranty claims for each coach using the job code and time on the repair instructions. If you have any questions please feel free to contact HEARTLAND RV customer service department at 574-262-8030/877-262-8032

We will also be contacting by letter all registered owners. Any recently sold product on this list that has not been retail registered with HEARTLAND RV will require contact information and/or contact by your dealership to the retail customer.

**Note please log onto the dealer portal home page to locate the instructions and complete list of affected serial numbers.

Respectfully

Heartland RV

HEARTLAND RECREATIONAL VEHICLES – 2831 DEXTER DR – ELKHART, IN 46514
PHONE: 574-266-8726 – FAX 574-264-9878