



**RECREATIONAL VEHICLE**  
**TECHNICAL SERVICE**  
**BULLETIN 98-01-22**  
March 30, 2018

NAME  
ADDRESS  
CITY, ST ZIP

**This notice applies to your vehicle: VIN**

Dear NAME:

This notice is sent to you as our records indicate you are the registered owner of the above Recreational Vehicle. Heartland RV (Heartland) has determined that a defect could exist in certain Heartland Pioneer SO185 travel trailers. We apologize for any inconvenience this action may cause you, however your continued satisfaction is of the utmost importance to us.

***Reason for  
this Notice***

It has been determined that the sidewall header for the slide room opening is insufficient to support the weight and could over time sag causing a gap in the slide room seal. This gap could allow water penetration.

***What we  
will do***

Heartland will transport the Trailer back to our factory and correct the header support at no expense to you, the owner.

***What we need  
you to do***

At your earliest convenience, you will need to contact Heartland Warranty/Service Department and schedule an appointment to have this corrected as soon as possible. You will need the following information to schedule an appointment:

- VIN of your travel trailer
- Name, Address, and Phone Number

If you have questions concerning this Notice or if you need any assistance please contact the **Warranty/Service Department** by phone at 877-262-8032.

Thank you for your attention and cooperation in this matter.

Sincerely,  
**Heartland RV Service Department**