



May 13, 2013

Subject: Safety Recall 13v181

Dear Customer:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Heartland has decided that a defect which relates to motor vehicle safety exists in certain model year 2013-2014 Big Country, Bighorn, Elk Ridge, Elk Ridge Express, Landmark, Prowler, Sundance, Sundance XLT, and Silverado Fifth wheel and travel trailers manufactured February 13, 2013, through April 16, 2013. It has been determined that certain Dometic 9100 Power Awnings and Weather Pro awnings manufactured between February 13, 2013 [306XXXXX serial #] through April 9, 2013 [314XXXXX serial #] and installed on certain Heartland vehicles that may have a certain electric motor design that is subject to damage. If the motor is damaged, the awning may unfurl unexpectedly either in transit or while parked leading to an increased risk of a vehicle crash, property damage and/or personal injury.

At your earliest convenience, please contact the Dometic Awning Recall hotline at 1-888-447-0003. Dometic will assist you in setting up an appointment with an authorized dealer to repair your vehicle. Heartland will replace the power awning motor at no expense to you, the owner.

If you have questions concerning this recall or if you need any assistance such as locating an authorized dealer or repair facility, please contact the **Warranty/Service Department** by email at 'parts@heartlandrvs.com', or by phone at 877-262-8032, please have this letter and your VIN # available for prompt service.

After contacting your dealer or Heartland RV and you are still having problems getting your vehicle remedied or there has been an unreasonable delay in securing repairs, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or 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.

Your safety and satisfaction is important to us and we regret any inconvenience this may cause you.

Respectfully
Heartland RV

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