



**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**  
 Safety Recall: 15v-381  
 July 30, 2015

**IMPORTANT SAFETY RECALL**

«Owner\_name»  
 «Street»  
 «City», «State» «Zip»

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

Dear «Owner\_name»:

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 certain 2016 Torque T27, T28, T29, T33 Travel Trailers do not conform to part 567. "Certification" On the vehicles subject to this recall, the Federal Identification Label does not contain the correct GAWR information on vehicles manufactured from May 11, 2015 to May 29, 2015. 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***

It has been decided that all of the travel trailers subject to this recall campaign have the incorrect axle weight listed on the certification label. If the trailer is loaded improperly there exists a risk of poor handling and the increased risk of an accident.

***What we will do***

Heartland will have an authorized dealer or repair center replace the certification label. This will be corrected at no expense to you, the owner.

***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 'parts@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**.

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.

Thank you for your attention and cooperation in this matter.

Sincerely,  
**Heartland RV Service Department**

cc: National Highway Traffic Safety Administration (NHTSA)

