



September 10, 2012

Subject: Safety Recall 12V-417

Dear Customer:

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

Heartland has determined that a defect which relates to motor vehicle safety exists in certain Big Horn Silverado and Elkrige Fifth Wheel Travel Trailers. On the vehicles subject to this recall, the LP supply hose to the generator may have been connected to the cleanout side of the generator, which would allow LP gas to be vented into the Generator compartment. This occurrence could have potential for a fire which could result in serious bodily injury and/or property damage.

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.

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