

[REDACTED]
Bakersfield, CA
[REDACTED]

July 27, 2021

Heartland RVs
2831 Dexter Drive
Elkhart, IN 46514

Attention: David Williams

RE: Heartland Mallard M180BH – VIN #5SFNB2012M [REDACTED]

Dear Mr. Williams:

Please accept this letter as a formal complaint with regards to the above listed travel trailer as per our phone conversation on July 28, 2021. In December of 2020, my husband and I purchased a new Heartland Mallard trailer, Model # M180BH, from Camping World - Bakersfield. We were expecting to travel and enjoy our purchase immediately as we had been planning this purchase for over a year. What we got was a complete nightmare. To this date we have not been able to use our trailer once.

Approximately two weeks after purchasing our trailer, we received a phone call from Heartland to be followed by a letter informing us of a safety recall involving the axel, wheel, and tires. The trailer we had purchased was manufactured with an axel that was too small. Also, the tires and wheels were the incorrect size. It took over three weeks for the replacement parts to arrive at Camping World – Bakersfield and then another month to complete the work.

Ninety-four days later, on March 15, 2021, the safety recall work involving the axel was supposedly completed. However, we were informed the dinette cushions were the wrong size and would need to be replaced once they came in. We left Camping World – Bakersfield and drove straight home which is approximately 3.7 miles. Once home, the trailer was unhitched and parked in our driveway and not moved.

On April 13, 2021, 123 days after purchase, we took the trailer back to Camping World – Bakersfield for a scheduled appointment with Art Martinez in the service department to swap out the dinette cushions. Upon our arrival, we noticed the lower metal siding had separated away from the trailer and there were obvious marks on the tires where the metal had rubbed against them. At this time, Mr. Martinez took photos and said he would be contacting Heartland regarding the damage. The damage was thought to be caused by the larger tires coming in contact with the side of the trailer while traveling due to the lack of clearance. I asked Mr. Martinez if the trailer was safe to travel with the tires rubbing and he stated it was. Again, we left Camping World – Bakersfield and drove straight home and parked the trailer in the driveway.

After numerous emails and phone calls between myself and Mr. Martinez, we once again were asked to bring the trailer back to Camping World – Bakersfield for additional photos to be taken of the serial number on the axel.

On May 6, 2021, 146 days after purchase, I received a call from Mr. Martinez informing us that Heartland had agreed to replace the axel, wheels, and tires again since the first replacement parts did not work.

On 6/1/2021, 171 days after purchase, I left a phone message for Mr. Martinez stating that the axel may have been installed incorrectly based on photos of the trailer on the date it was originally received from Camping World – Bakersfield. The original photos show that the leaf springs are on top of the axel and the replacement axel has the leaf springs below the axel. I emailed the photos to Mr. Martinez. I received a return call back to me and Mr. Martinez indicated he would research the issue.

On 7/6/2021, 206 days after purchase, I received a call from Mr. Martinez to let us know that the 2nd replacement shipment (axel, wheels, tires.) was scheduled to arrive at Camping World – Bakersfield on 7/9/2021. Mr. Martinez said he would be in contact once the shipment arrived to schedule an appointment for us to bring the trailer in.

In the meantime, my husband had made several trips to Camping World – Bakersfield and spoke with Mr. Eric Burell, General Manager, and Mr. Tracy Taylor, Sales Manager regarding the ongoing issues with our trailer, the loss of use of our trailer for over seven months now, the depreciation of value, and the warranties.

On 7/22/2021, 223 days after purchase, we dropped off the trailer at Camping World – Bakersfield once again even though the axel shipment still had not arrived.

On 7/27/2021, 228 days after purchase, I received a call from Mr. Martinez informing me that the axel shipment had arrived and had been installed but it did not correct the problem with the clearance of the tires with the metal siding. Eric Burell, as of this date, informed me that not just the lower metal siding had separated but now the trailer sides have delaminated which is a total failure of the structural integrity of Heartland's product, requiring complete re-manufacturing of the structural walls. Now we are facing a second major repair issue on a trailer we've purchased brand new not even 8 months ago that we've NEVER been able to use.

The total purchase price of the trailer was \$32,453.84. We made a down payment of \$8,000.00. Along with all the additional items purchased like the Good Sam extended contract (\$2,458.00), the Platinum Protection (\$1,595.00), a backup camera (\$820.59), and making the monthly payments (\$241.68 x 7 months), not counting all the items to stock the trailer; this is not a small investment. We have lost all faith in Heartland and Camping World in making this right. There is no resolution in sight. Extending the warranties is not an option we are willing to explore based on the issues and damages we have experienced over the past seven months. This travel trailer was purchased for us to immediately enjoy since being retired and we've now wasted almost eight months waiting for the problems to be fixed. Problems that were created by the manufacturer before we even purchased the trailer. With the severity of the problems experienced, and now total integrity failure of the trailers walls, NO resolution to the axel replacement, I'm afraid to see what we have to deal with next. We are not willing to risk our lives with a major safety issue such as we have encountered with the axel. Unfortunately, this unit is



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**
Safety Recall: 21V-009

Date: 1/27/2021

IMPORTANT SAFETY RECALL

BAKERSFIELD, CA

This notice applies to your vehicle: 5SFNB2012ME

Dear

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 a defect which relates to motor vehicle safety exists on all 2021, Mallard M180BH travel trailer units. 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***

On all 2021 Mallard M180BH travel trailer units, the incorrect axle, rims, & tires were installed on the unit during production. Underrated axle/tires can lead to overloading of the unit and create handling and drivability issues. This could lead to an increased risk of personal injury, death, fire, and/or damage to property.

***What we
will do***

Heartland will have an authorized dealer or repair center replace the axle, rims & tires as well as the spare tire. This repair should take no more than 3 hours to complete. This defect 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 'warranty@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)



[Redacted]
Bakersfield, CA



7020 3160 0002 0036 6055

**RETURN RECEIPT
REQUESTED**

NATIONAL HIGHW/
ADMINISTRATION
ATTENTION: ADMI
1200 NEW JERSEY
WASHINGTON, DC

20590-

SA

25



U.S. POSTAGE PAID
FCM LETTER
BAKERSFIELD, CA
93311

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

8/5/2021 10:08:21 AM



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