



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 30, 2010

MR. DAVID PARTIN
HEARTLAND RECREATIONAL VEHICLES, LLC
1001 ALL PRO DR
ELKHART, IN 46514

NVS-215dgl
10V-124

SUBJECT: INCORRECT CERTIFICATION LABEL

DEAR MR. PARTIN:

This letter serves to acknowledge Heartland Recreational Vehicles LLC's (Heartland) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety noncompliance with Part 567, "Certification," in the products described below for which a safety recall campaign shall be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

HEARTLAND/NORTH COUNTRY/2010-2011
HEARTLAND/TRAIL RUNNER/2010-2011

NHTSA Campaign Number: 10V-124

Mfg's Report Date: January 28, 2010

Components: EQUIPMENT OTHER LABELS

Potential Number of Units Affected: 450

Summary:

HEARTLAND HAS NOTIFIED NHTSA OF A NONCOMPLIANCE ON CERTAIN MODEL YEAR 2010-2011 TRAIL RUNNER AND NORTH COUNTRY TRAVEL TRAILERS FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF PART 567, "CERTIFICATION." THE FEDERAL IDENTIFICATION LABEL DOES NOT CONTAIN THE CORRECT GROSS AXLE WEIGHT RATING (GAWR) INFORMATION. THE LABEL STATES THE GAWR FOR EACH AXLE TO BE 5,200 LBS WHEN THE ACTUAL GAWR IS 5,080 LBS.

Consequence:

TOWING A VEHICLE WITH THE AXLES LOADED BEYOND THE SPECIFIED WEIGHT RATING MAY RESULT IN AXLE FAILURE LEADING TO POOR VEHICLE HANDLING AND INCREASING THE RISK OF A CRASH CAUSING PROPERTY DAMAGE OR PERSONAL INJURY.

Remedy:

DEALERS WILL MAIL TO CONSUMERS THE CORRECTED LABEL OR THE CUSTOMER WILL HAVE THE OPTION FOR DEALERS TO INSTALL THE LABEL FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING APRIL 2010. OWNER MAY CONTACT WARRANTY/SERVICE DEPARTMENT BY EMAIL AT PARTS@HEARTLANDRV.COM, OR BY PHONE AT 1-877-262-8032.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner notification letter and it does not meet all the requirements of Part 577.

First paragraph should read, i.e., Heartland has decided that certain model year 2010-2011 North Trail and Trail Runner travel trailers fail to comply with the requirements of Part 567, "Certification." On the vehicles...

First paragraph please change the words "an accident" to "a crash".

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be 'G. Person', with a long horizontal flourish extending to the right.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement