



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 7, 2010

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

NVS-215dgl
10V-451

SUBJECT: SUSPENSION HITTING LP PIPE

DEAR MR. PARTIN:

This letter serves to acknowledge Heartland Recreational Vehicles, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will 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/CALIBER/2011

NHTSA Campaign Number: 10V-451

Mfg's Report Date: September 24, 2010

Components: SUSPENSION

Potential Number of Units Affected: 161

Summary:

HEARTLAND IS RECALLING CERTAIN MODEL YEAR 2011 CALIBER TRAVEL TRAILERS MANUFACTURED FROM JULY 21, 2010, THROUGH SEPTEMBER 15, 2010. THESE VEHICLES HAVE THE POTENTIAL FOR THE SUSPENSION TO CONTACT THE LIQUID PROPANE (LP) PIPE UNDER TRAILER. THIS CONTACT CAN CAUSE DAMAGE TO THE LP PIPE WHICH COULD RESULT IN A GAS LEAK.

Consequence:

A GAS LEAK IN THE PRESENCE OF AN IGNITION SOURCE COULD CAUSE A FIRE WHICH COULD RESULT IN SERIOUS BODILY INJURY AND/OR PROPERTY DAMAGE.

Remedy:

DEALERS WILL MOVE THE LP PIPE AWAY FROM THE SUSPENSION TO PREVENT CONTACT AND REPLACE ANY DAMAGED PIPE. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2010. OWNERS MAY CONTACT WARRANTY/SERVICE DEPARTMENT BY EMAIL AT PARTS@HEARTLANDRVS.COM, OR BY PHONE AT 877-262-8032.

Notes:

HEARTLAND SAFETY RECALL NO. 99-01-04. 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).

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 meets the requirements of Part 577. However, please revise your owner letters to include the following updated NHTSA hotline information:

“...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>.”

Please add at the end of the sentence, “At your earliest convenience, please...This service will be performed free of charge.”

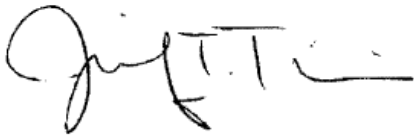
Please provide the following additional information and be reminded of the following requirements:

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 read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement