



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 13, 2010

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

NVS-215dgl
10V-461

DEAR MR. CONWAY:

SUBJECT: AXLE ASSEMBLY/WHEEL END SEPARATION

This letter serves to acknowledge Heartland Recreational Vehicles, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

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/BIG COUNTRY/2011
HEARTLAND/BIG HORN/2011
HEARTLAND/CYCLONE/2011
HEARTLAND/LANDMARK/2011
HEARTLAND/ROAD WARRIOR/2011

NHTSA Campaign Number: 10V-461

Mfg's Report Date: September 23, 2010

Components: POWER TRAIN: AXLE ASSEMBLY

Potential Number of Units Affected: 48

Summary:

HEARTLAND IS RECALLING CERTAIN MODEL YEAR 2011 FIFTH WHEEL TRAILERS EQUIPPED WITH DEXTER AXLES. ON SOME AXLES, CRACKS COULD APPEAR IN THE SPINDLE WELD.

Consequence:

THESE CRACKS CAN PROPAGATE AND CAUSE THE SPINDLE TO DETACH FROM THE AXLE TUBE, RESULTING IN THE SEPARATION OF THE WHEEL END FROM THE VEHICLE, CREATING A ROAD HAZARD THAT INCREASES THE RISK OF A CRASH TO OTHER VEHICLES, AND COMPROMISES THE DRIVER'S CONTROL OF THE VEHICLE INCREASING THE RISK OF A VEHICLE CRASH.

Remedy:

HEARTLAND IS WORKING WITH DEXTER AXLE AND WILL INSPECT THE AXLE SERIAL NUMBER AND REPLACE IT IF IT FALLS WITHIN THE SERIAL NUMBER RANGE. REPLACEMENT OF THE AXLE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING NOVEMBER. OWNERS MAY CONTACT HEARTLAND WARRANTY SERVICE DEPARTMENT AT 877-262-8032 OR DEXTER AXLE AT 1-800-2164.

Notes:

HEARTLAND SAFETY RECALL NO. 99-01-03. 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.

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

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.

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 one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the 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 extending to the right.

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