



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 30, 2011

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

NVS-215dgl  
11V-335

**SUBJECT: POWER SUPPLY CORD**

**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 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/NORTH COUNTRY/2011

**NHTSA Campaign Number:** 11V-335

**Mfg's Report Date:** June 14, 2011

**Components:** EQUIPMENT: RECREATIONAL VEHICLE: LPG FURNACE

**Potential Number of Units Affected:** To be provided

**Summary:**

HEARTLAND IS RECALLING CERTAIN MODEL YEAR 2011 NORTH COUNTRY 30BHS AND 32BHDD TRAVEL TRAILERS. THE CORD FOR HOOKING INTO AN EXTERNAL ELECTRICAL POWER SUPPLY HAS THE POTENTIAL TO DRAPE DIRECTLY IN FRONT OF THE FURNACE EXHAUST.

**Consequence:**

THIS CONTACT COULD CAUSE DAMAGE TO THE POWER CORD WHICH COULD RESULT IN A FIRE.

**Remedy:**

THE MANUFACTURER HAS NOT YET PROVIDED INFORMATION AS TO ITS PLANNED REMEDY OR AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT HEARTLAND AT 1-877-262-8032.

**Notes:**

HEARTLAND SAFETY RECALL NO. 99-01-08. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-423 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The chronology of principal events in your defect report does not satisfy the requirements of 49 CFR 573.6. Please provide a chronology that meets the minimum requirements of 573.6(c)(6) including, but not limited to, a summary of the complaints and field information referenced, with dates of receipt.

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

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

Please provide information as to the planned remedy for this safety defect.

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 be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 1-202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto: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  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement