



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 13, 2013

Mr. David Partin
Heartland Recreational Vehicles, LLC
1001 All Pro Drive
Elkhart, IN 46514

NVS-215KS
13V-181

Subject: Unexpected Unfurling of the Awning

Dear Mr. Partin:

This letter serves to acknowledge Heartland Recreational Vehicles, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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/2013-2014
HEARTLAND/BIGHORN/2013-2014
HEARTLAND/ELK RIDGE/2013-2014
HEARTLAND/ELK RIDGE EXPRESS/2013-2014
HEARTLAND/LANDMARK/2013-2014
HEARTLAND/PROWLER/2013-2014
HEARTLAND/SILVERADO/2013-2014
HEARTLAND/SUNDANCE/2013-2014
HEARTLAND/SUNDANCE XLT/2013-2014

Mfr's Report Date: May 7, 2013

NHTSA Campaign Number: 13V-181

Components:
EQUIPMENT

Potential Number of Units Affected: 890

Problem Description:

Heartland Recreational Vehicles is recalling certain model year 2013-2014 Big Country, Bighorn, Elk Ridge, Elk Ridge Express, Landmark, Prowler, Sundance, Sundance XLT, and Silverado fifth wheel and travel trailers manufactured February 13, 2013, through April 16, 2013. If the awning installation sequence was not completely followed, the awning motor may unknowingly become damaged.

Consequence:

If motor damage has occurred, it is possible that the awning can unfurl unexpectedly, either while the trailer is at rest or while in transit, increasing the risk of personal injury or a vehicle crash.

Remedy:

Heartland will notify owners and Dometic staff will replace the affected motors with a design that is not subject to an out-of-sequence installation error. A notification schedule has not yet been provided. Owners may contact Heartland Recreational Trailers at

1-888-262-5992 or Dometic at 1-888-447-0003 for more information. Owners are being instructed not to drive their vehicle until repairs can be performed. Heartland's recall campaign number is 99-01-11.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:


Per the requirements of 49 CFR Part 577, Heartland must notify its owners using company letterhead.

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.

As stated in your report, we understand that Dometic will be filing the required six quarterly recall completion rates reports. However, since Heartland is responsible for the performance of the recall completion in accordance with 49 CFR §573.5, please be advised that if Dometic's filing is unsatisfactory, the agency may require Heartland to conduct a follow-up notification.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement