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By Recall Management Division at 11:11 am, Mar 18, 2014

March 18, 2014

**VIA E-MAIL
RECEIPT CONFIRMATION REQUESTED**

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
1200 New Jersey Ave. S.E.
Washington, DC 20590

Re: Heartland RV Company
Defect and Non-Compliance Report

Dear Ms. Lewis:

Heartland RV Company ("Heartland") has decided that a defect which relates to motor vehicle safety exists in the recreational vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

A. Recall Population and Vehicle Identification. The recall population includes the following product brands manufactured by Heartland.

2013 Bighorn Silverado Fifth Wheel Travel Trailers
Models: 3010RE, 3070RL, 3260EL, 3370RK, 3455RL, 3570RS, 3585RL, 3610RE,
3670RL, 3685RL, 3855FL
Production Date: 2/8/2013 to 2/23/2013
VIN Range: 5SFBG4120DE264515 TO 5SFBG3421DE265565

2014 Bighorn Fifth Wheel Travel Trailers
Models: 3010RE, 3070RL, 3260EL, 3370RK, 3570RS, 3585RL, 3610RE, 3670RL,
3685RL, 3855FL, 3875FB
Production Date: 2/26/2013 to 4/19/2013
VIN Range: 5SFBG3621EE265774 TO 5SFBG3420EE268331

2013 Cyclone Fifth Wheel Travel Trailers
Models: 3800, 4100
Production Date: 1/30/2013 to 2/25/2013
VIN Range: 5SFCEG4337DE264280 TO 5SFCEG4333DE265510

2014 Cyclone Fifth Wheel Travel Trailers
Models: 3800, 4000, 4100, 300C
Production Date: 3/4/2013 to 7/31/2013
VIN Range: 5SFCG4335EE265896 TO 5SFCG433XEE272925

2013 Landmark Fifth Wheel Travel Trailers
Models: Grand Canyon, Key Largo, Mesa, Rushmore, San Antonio, Sequoia
Production Date: 2/5/2013 to 3/8/2013
VIN Range: 5SFBG3927DE264526 TO 5SFBG3821DE265589

2014 Landmark Fifth Wheel Travel Trailers
Models: Grand Canyon, Key Largo, Mesa, Monterey, Rushmore,
San Antonio, Sequoia
Production Date: 3/6/2013 to 4/18/2013
VIN Range: 5SFBG4026EE265784 TO 5SFBG3828EE267616

The total number of vehicles subject to this recall campaign is: 417

B. Description of Defect. It has been decided that certain Frigidaire Models CFMV152CLB & CFMV154CLS manufactured between Jan. 27, 2013 and April 10, 2013 with serial range of KG30607951 through KG31600670 installed in the vehicles listed above may self-start and begin heating while unattended. If the microwave has something stored in the cavity and the microwave begins heating the contents while unattended, there exists a risk of smoke or fire inside the microwave. If nothing is in the microwave, there is no risk of smoke or fire due to this defect.

C. Basis for Determining that a Defect Exists.

October 2013 – March 2014. Heartland received several reports of Frigidaire Convection Microwaves that would begin heating while unattended. None of the incidents reported any fires external to the microwave, or personal injury. In cases where the microwave is empty no adverse symptoms resulted. In some cases on unsold units, the packing material included with the microwave ignited. The fire was fully contained within the microwave. An investigation into the cause of the unintended operation of the microwave determined the population identified may have a quality defect with the touch membrane/keypad causing one of the three Easy Set Keys (1, 2, 3 – instant key settings) to engage the microwave for either 1, 2, or 3 minutes and then shut off. The defect is not known to exist with all of the microwaves in the population.

March 12, 2014. Out of the abundance of caution Heartland in conjunction with Electrolux decided to conduct a campaign to notify the owners of the microwaves and repair the membrane/keypad.

Manufacturer: Electrolux Home Products, Inc. 10200 David Taylor Drive Charlotte, NC 28262
Contact: Chris Smith, Product Manager – Microwaves and Ventilation

D. Remedying of Defect. The remedy is to repair the membrane/keypad component.

E. Owner Notifications. Heartland will notify the owners of the recreational vehicles by letter beginning in April 2014 pending NHTSA approval. A final copy of the owner letter will also be provided to NHTSA, along with the dealer repair procedures.

F. Quarterly Reporting Requirements. Heartland will be filing quarterly reports in connection with this recall campaign.

G. Campaign Number. Heartland's identification code for this recall is 99-01-17.

If you need additional information regarding Heartland's participation in this recall please feel free to contact David Partin at 574-262-8030 ext 1103.

Respectfully

David Partin
Heartland Recreational Vehicles, LLC