



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 21, 2015

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

NVS-215MR  
15V-198

**Subject:** Quad Step Rivet Failure

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/BIGHORN/2015  
HEARTLAND/CYCLONE/2015  
HEARTLAND/EDGE/2015  
HEARTLAND/ELKRIDGE/2015  
HEARTLAND/LANDMARK 365/2015  
HEARTLAND/ROAD WARRIOR/2015  
HEARTLAND/TORQUE/2015

**Mfr's Report Date:** April 1, 2015

**NHTSA Campaign Number:** 15V-198

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 863

**Problem Description:**

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain model year 2015 Bighorn, Cyclone, Edge, ElkrIDGE, Landmark 365, Road Warrior, and Torque fifth wheel and travel trailers. In the affected vehicles, a rivet for the quad entry steps may shear and fail, causing the steps to give when being used.

**Consequence:**

If the rivet shears causing the quad step to fail, the step user may fall, increasing the risk of personal injury.

**Remedy:**

Heartland has notified owners, and dealers will replace the defective rivets with bolts, free of charge. The recall began on April 13, 2015. Owners may contact Heartland customer service at 1-877-262-8032. Heartland's number for this recall is 99-01-20.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:


Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Michelle Rice who may be reached by phone at 202-366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



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