

**Part 573 Safety Recall Report****15V-482****Manufacturer Name :** Heartland Recreational Vehicles, LLC**Submission Date :** SEP 18,2015**NHTSA Recall No. :** 15V-482**Manufacturer Recall No. :** 99-01-23**Manufacturer Information :**

Manufacturer Name : Heartland Recreational Vehicles, LLC

Address : 1001 All Pro Drive

Elkhart IN 46514

Company phone : 574-266-3988

**Population :**

Number of potentially involved : 1,680

Estimated percentage with defect : 60

**Vehicle Information :**

Vehicle : 2010-2016 Heartland Big Country

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : MAR 17, 2009 - MAR 09, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFBG3527AE205784

End : 5SFBG3822GE300385

 Not sequential VINs

Vehicle : 2010-2016 Heartland Big Horn

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : FEB 12, 2009 - MAR 28, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFBG3623AE204226

End : 5SFBG4325GE301804

 Not sequential VINs

Vehicle : 2011-2011 Heartland Caliber

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : APR 17, 2010 - SEP 22, 2010

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB2924BE214184                      End : 5SFNB3120BE227659                       Not sequential VINs

Vehicle : 2010-2010 Heartland Country Ridge

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : APR 15, 2009 - AUG 06, 2011

**VIN (Vehicle Identification Number) Range**

Begin : 5SFEB4227AE205287                      End : 5SFEB4223CE239407                       Not sequential VINs

Vehicle : 2010-2016 Heartland Cyclone

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : JAN 28, 2009 - MAR 17, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFCEG4034AE204683                      End : 5SFCEG4438GE300934                       Not sequential VINs

Vehicle : 2010-2012 Heartland Edge

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : JAN 23, 2009 - MAR 23, 2011

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB1823AE204529                      End : 5SFMB2623CE236467                       Not sequential VINs

Vehicle : 2016-2016 Heartland Edge FW & TT

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : MAR 26, 2015 - JUN 30, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFCEG4439GE301445                      End : 5SFCEG4434GE306729                       Not sequential VINs

Vehicle : 2010-2016 Heartland Elkridge  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : MAR 03, 2009 - MAY 11, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFSG3720AE205476                      End : 5SFRG332XGE304125                       Not sequential VINs

Vehicle : 2016-2016 Heartland Fair Field  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : JUN 11, 2015 - JUN 11, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFEB4229GE305786                      End : 5SFEB4220GE305787                       Not sequential VINs

Vehicle : 2010-2011 Heartland Focus  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : MAR 24, 2009 - JUN 18, 2010

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB2127AE205943                      End : 5SFNB2724BE223101                       Not sequential VINs

Vehicle : 2011-2012 Heartland Grey Stone  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : FEB 18, 2010 - DEC 13, 2011

**VIN (Vehicle Identification Number) Range**

Begin : 5SFSG2929BE212693                      End : 5SFSG3328CE246527                       Not sequential VINs

Vehicle : 2014-2016 Heartland Gateway  
Vehicle Type : TRAILERS  
Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : AUG 15, 2013 - JUL 22, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFSG3828EE273612

End : 5SFSG3724GE307369

Not sequential VINs

Vehicle : 2011-2012 Heartland MPG

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : FEB 24, 2010 - JUL 13, 2011

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB1814BE217041

End : 5SFMB191XCE240822

Not sequential VINs

Vehicle : 2010-2011 Heartland North Country

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : JAN 15, 2009 - MAR 14, 2011

**VIN (Vehicle Identification Number) Range**

Begin : 5SFEB342XAE204402

End : 5SFEB3422BE235564

Not sequential VINs

Vehicle : 2010-2014 Heartland North Trail

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : FEB 18, 2010 - MAR 17, 2014

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB3029BE216693

End : 5SFNB362XFE283445

Not sequential VINs

Vehicle : 2016-2016 Heartland Oakmont

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : APR 28, 2015 - JUN 17, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFBG4127GE303699                      End : 5SFBG3727GE306538                       Not sequential VINs

Vehicle : 2013-2015 Heartland Pioneer

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : AUG 30, 2012 - JAN 12, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFPB3022DE258327                      End : 5SFPB3527FE297443                       Not sequential VINs

Vehicle : 2012-2016 Heartland Prowler

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : NOV 22, 2010 - JUL 22, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFRG2826BE230438                      End : 5SFPG3126GE307615                       Not sequential VINs

Vehicle : 2010-2016 Heartland Road Warrior

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : MAY 08, 2009 - JUN 11, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SF CG4036AE206970                      End : 5SF CG4339GE306162                       Not sequential VINs

Vehicle : 2010-2016 Heartland Sundance

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Various floor plans and models

Production Dates : NOV 13, 2008 - JUL 21, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFSG2822AE204046                      End : 5SFSG3120GE307572                       Not sequential VINs

Vehicle : 2012-2014 Heartland Silverado  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : SEP 21, 2011 - MAY 23, 2014

**VIN (Vehicle Identification Number) Range**

Begin : 5SFBG4123CE243270                      End : 5SFBG4124FE287069                       Not sequential VINs

Vehicle : 2012-2016 Heartland Torque  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : JAN 23, 2012 - JUN 26, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFCB3225CE247591                      End : 5SFCEG4334GE306747                       Not sequential VINs

Vehicle : 2011-2016 Heartland Trail Runner  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : NOV 05, 2009 - JUL 14, 2015

**VIN (Vehicle Identification Number) Range**

Begin : 5SFEB2927BE213031                      End : 5SFEB3220GE307162                       Not sequential VINs

Vehicle : 2012-2014 Heartland Wilderness  
Vehicle Type : TRAILERS  
Body Style :  
Power Train : NR  
Descriptive Information : Various floor plans and models  
Production Dates : AUG 16, 2011 - APR 24, 2013

**VIN (Vehicle Identification Number) Range**

Begin : 5SFNB3428CE241905                      End : 5SFNB2723EE268437                       Not sequential VINs

**Description of Noncompliance :**

Description of the Noncompliance : Tire certification label may show incorrect tire size and / or inflation information.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : If the consumer only refers to the certification label, and does not verify inflation information from the tire sidewall, the consumer could over or under inflate the tire which could lead to tire failure.

Description of the Cause : This is currently a manual process in our production facility. During the weighing process the tire size is manually chosen from a list of all tires available, which is then transferred to the certification label, this process possess the potential risk for human error.

Identification of Any Warning that can Occur : NR

#### **Supplier Identification :**

##### **Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

#### **Chronology :**

According to our investigation, a retail customer called in in August 2014 concerning different tire information on his federal certification label than what was on the unit. The phone tech who took the call felt it was an isolated incident and offered to send the consumer a replacement label since the RV did have the correct tires as determined by the production build information. At that time the consumer declined a replacement label and this information was not escalated for review.

On 7/8/15 Heartland was again contacted by the consumer complaining of tire issues and the issue that his certification label showed the incorrect tire size and inflation information.

7/14/15 discussion commences to determine if this is an isolated issue / incident or if we felt more could potentially exist.

7/20/15 staff meeting concerning the certification label and the tire selection process, it was determined that the potential for more incorrect labels did exist, due to the potential for human error.

#### **Description of Remedy :**

Description of Remedy Program : The tire certification label could show the wrong tire size and / or incorrect tire inflation rating. A replacement label with corrected information is to be sent to those units identified as having incorrect information.

How Remedy Component Differs from Recalled Component : A replacement label will have corrected information on the tire size and / or the inflation information and will be placed over the incorrect label.

Identify How/When Recall Condition was Corrected in Production : The manual process of selecting the tire size is being removed, the I.T. department

is automating this and will be completed no later than July 29, 2015.

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : SEP 28, 2015 - SEP 28, 2015

Planned Owner Notification Date : SEP 30, 2015 - SEP 30, 2015

\* NR - Not Reported