



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 28, 2016

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

NEF-150MR
16V-819

Subject: Aluminum Ladder Hinge may Separate

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/CYCLONE/2015-2016
HEARTLAND/ROAD WARRIOR/2015-2016
HEARTLAND/TORQUE/2016

Mfr's Report Date: November 8, 2016

NHTSA Campaign Number: 16V-819

Components:

EQUIPMENT

Potential Number of Units Affected: 2,045

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain model year 2015-2016 Cyclone travel trailers manufactured July 6, 2014, to September 29, 2015 and 2015-2016 Road Warrior and 2016 Torque trailers manufactured July 18, 2014, to September 30, 2015. The affected trailers are equipped with aluminum black ladders manufactured by Christianson Industries that have retractable hinges, each with a welded 'top hat' that can separate from the hinge.

Consequence:

If the hinges separate from the ladder while in use, the ladder may fall from the vehicle, increasing the risk of injury.

Remedy:

Heartland will notify owners, and dealers will install hinge braces over the back of the existing hinges, free of charge. The recall is expected to begin November 28, 2016. Owners may contact Heartland customer service at 1-877-262-8032. Heartland's number for this recall is 99-01-28.

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.

We have received Heartland's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

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).

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 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