



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 8, 2019

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

NEF-150KL  
18V-896

**Subject:** Improperly Secured LP Supply Hose

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/MILESTONE/2019

**Mfr's Report Date:** December 17, 2018

**NHTSA Campaign Number:** 18V-896

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE:LPG LINES AND FITTINGS

**Potential Number of Units Affected:** 78

**Problem Description:**

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain Milestone recreational trailers, model 377MB. The liquid propane (LP) gas hose for the water heater may have been improperly secured with a zip tie. If the zip tie fails, the hose may contact the tire.

**Consequence:**

If the LP hose contacts the tire, it can cause a propane leak, increasing the risk of a fire.

**Remedy:**

Heartland will notify owners, and dealers will secure the hose with a P-clamp and replace the LP hose if damage is found, free of charge. The recall is expected to begin February 11, 2019. Owners may contact Heartland customer service at 1-877-262-8032. Heartland's number for this recall is 99.01.44.

**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).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of how the products to be recalled differ from similar products that are not included in the recall (49 CFR 573.6 (c) (2)).

- When a vehicle crash is not the potential occurrence, the evaluation must include a statement indicating the general type of injury to occupants of the vehicle, or to persons outside the vehicle, that can result from the defect or noncompliance, and a description of whatever prior warning may occur (49 CFR 577.5 (f)(2)).

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 Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement