



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 20, 2020

Mr. Bryce Frankenberger  
Compliance Manager  
Heartland Recreational Vehicles, LLC  
2831 Dexter Drive  
Elkhart, IN 46514

NEF-150KL  
20V-275

**Subject:** U-Bolts for Spare Tire Carrier May Break

Dear Mr. Frankenberger:

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/MALLARD/2020  
HEARTLAND/PROWLER/2020  
HEARTLAND/TRAIL RUNNER/2020  
HEARTLAND/WILDERNESS/2020

**Mfr's Report Date:** May 14, 2020

**NHTSA Campaign Number:** 20V-275

**Components:**

EQUIPMENT:MECHANICAL:CARRIER/RACK

**Potential Number of Units Affected:** 392

**Problem Description:**

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2020 Mallard, Prowler, Trail Runner, and Wilderness trailers equipped with a bumper-mounted spare tire carrier. The U-bolt that secures the spare tire may break, and cause the spare tire to detach during travel.

**Consequence:**

If both U-bolts break, the carrier and spare tire can detach from the unit, resulting in an increased risk of injury and increase the risk of a crash.

**Remedy:**

Heartland will notify owners, and dealers will replace the spare tire mounting U-bolts, free of charge. The recall is expected to begin July 14, 2020. Owners may contact Heartland customer service at 1-877-262-8032.

**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).

We have received Heartland's proposed owner notification letter and have approved it with edits on May 18, 2020. Please submit a final with the edits requested and mailing dates once mailing begins.

Please be reminded of the following requirements:

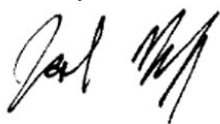
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are 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,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement