



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 4, 2020

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

NEF-150KL  
20V-521

**Subject:** Front Landing Legs may Buckle

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/BIGHORN TRAVELER/2020-2021  
HEARTLAND/CYCLONE/2019-2021

**Mfr's Report Date:** August 28, 2020

**NHTSA Campaign Number:** 20V-521

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER  
STRUCTURE

**Potential Number of Units Affected:** 1,168

**Problem Description:**

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2019-2021 Cyclone and 2020-2021 Bighorn Traveler recreational trailers. Due to insufficient bracing, the front landing legs may buckle and collapse while the trailer is parked.

**Consequence:**

If the landing legs buckle, the trailer will drop unexpectedly, increasing the risk of property damage, personal injury or death.

**Remedy:**

Heartland will notify owners, and dealers will install a jack bracket to reinforce the landing legs, free of charge. The manufacturer has not yet provided a recall schedule. 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).

Please ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

NHTSA has reviewed and approved Heartland's proposed owner letter for distribution.

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).

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