

Part 573 Safety Recall Report

20V-275

Manufacturer Name : Heartland Recreational Vehicles, LLC

Submission Date : MAY 27, 2020

NHTSA Recall No. : 20V-275

Manufacturer Recall No. : NR



Manufacturer Information :

Population :

Manufacturer Name : Heartland Recreational Vehicles, LLC

Number of potentially involved : 392

Address : 1001 All Pro Drive

Estimated percentage with defect : 50 %

Elkhart IN 46514

Company phone : 8772628032

Vehicle Information :

Vehicle 1 : 2020-2020 Heartland Mallard

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models that came with the bumper mount spare tire option.

Production Dates : OCT 15, 2009 - JAN 31, 2020

VIN Range 1 : Begin : 5SFNB2720LN430845 **End :** 5SFNB3629LN436330 Not sequential

Vehicle 2 : 2020-2020 Heartland Wilderness

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models that came with the bumper mount spare tire option.

Production Dates : OCT 17, 2019 - DEC 17, 2019

VIN Range 1 : Begin : 5SFNB2520LN430458 **End :** 5SFNB362XLN434134 Not sequential

Vehicle 3 : 2020-2020 Heartland Prowler

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models that came with the bumper mount spare tire option.

Production Dates : OCT 21, 2019 - JAN 31, 2020

VIN Range 1 : Begin : 5SFPB2820LE431582 **End :** 5SFPB372XLE436666 Not sequential

Vehicle 4 : 2020-2020 Heartland Trail Runner

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models that came with the bumper mount spare tire option.

Production Dates : OCT 15, 2019 - NOV 14, 2019

VIN Range 1 : Begin : 5SFEB312XLE432195 End : 5SFEB3723LE432191 Not sequential

Description of Defect :

Description of the Defect : The vehicles listed in the recall population have a bumper mount spare tire carrier that may be using a U-bolt for securement to the bumper that may fail.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : During travel if both spare tire carrier U-bolts break, the carrier and spare tire can become detached from the unit leading to an increased risk of personal injury and/or vehicle damage.

Description of the Cause : The U-bolts were improperly bent during manufacturing due to worn out tooling and can break at the bend.

Identification of Any Warning that can Occur : Spare tire carrier is loose.

Involved Components :

Component Name 1 : U-Bolt

Component Description : U-shaped bolt that is used to hold tire carrier to bumper

Component Part Number : BC-FXTC-B

Supplier Identification :

Component Manufacturer

Name : National Sales Company

Address : 25895 Miner Road

Elkhart INDIANA 46516

Country : United States

Chronology :

- 1/14/20 – Heartland was notified of the issue via internal Thor communication. Claims were reviewed at that time and no issues were found.
- 2/13/20 – Thor was notified by National Sales they were starting the process for a recall with NHTSA on the U-Bolt Issue.
- 2/17/20 – Heartland Safety Committee voted to follow National Sales and issue a recall pending information from National Sales regarding scope and remedy.
- 3/23/20 – State of Indiana issues Stay at home order for Covid 19. Heartland furloughs employees.
- 5/11/20 – Heartland personnel return to work.
- 5/14/20 – Heartland submits 573 for U-Bolt issue. Heartland still has no information from National Sales regarding a recall issued by National Sales.

Description of Remedy :

- Description of Remedy Program : The remedy will be to replace the existing U-bolts (BC-FXTC-B) with a new U-bolt kit (BC-UB-N20) that will be supplied by Heartland RV.
- How Remedy Component Differs from Recalled Component : The defective U-bolts (BC-FXTC-B) will be replaced with the new U-bolt kit (BC-UB-N20)
- Identify How/When Recall Condition was Corrected in Production : All units in the plants and shipping yard were placed on hold until the replacement parts were provided by National Sales. All the defective U-bolts were quarantined and replaced with the new U-bolts provided by National Sales.

Recall Schedule :

- Description of Recall Schedule : Mailing will begin once approval has been received.
- Planned Dealer Notification Date : JUL 14, 2020 - JUL 14, 2020
- Planned Owner Notification Date : JUL 14, 2020 - JUL 14, 2020

* NR - Not Reported