

Part 573 Safety Recall Report

20V-521

Manufacturer Name : Heartland Recreational Vehicles, LLC**Submission Date :** SEP 23, 2020**NHTSA Recall No. :** 20V-521**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Heartland Recreational Vehicles, LLC

Number of potentially involved : 1,168

Address : 1001 All Pro Drive

Estimated percentage with defect : 100 %

Elkhart IN 46514

Company phone : 8772628032

Vehicle Information :

Vehicle 1 : 2019-2021 Heartland Cyclone

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : A PCN- was filed to change the frame print on 1/21/2019 which provided the start of the recall population.

Production Dates : JAN 25, 2019 - AUG 14, 2020

VIN Range 1 : Begin : 5SFCG4631KE413615 End : 5SFCG4029ME448468 ☒ Not sequential

Vehicle 2 : 2020-2021 Heartland Bighorn Traveler

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : A PCN- was filed to change the frame print on 1/21/2019 which provided the start of the recall population.

Production Dates : AUG 28, 2019 - MAY 22, 2020

VIN Range 1 : Begin : 5SFBG4223LE427686 End : 5SFBG4221ME441183 ☒ Not sequential

Vehicle 3 : 2020-2021 Heartland Elkridge

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : New frame design for this brand. Recall population start was determined to be the first frame ordered.

Production Dates : AUG 12, 2019 - AUG 14, 2020

VIN Range 1 : Begin : 5SFRG4223LE427685 End : 5SFRG4229ME448610 ☒ Not sequential

Description of Defect :

Description of the Defect : The front landing legs have insufficient support which can cause the landing legs to buckle and collapse the front of the unit when it is parked stationary.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the landing legs buckle it could cause the unit to drop quickly in the front causing an increased risk of property damage, personal injury or death.

Description of the Cause : The bracing for the front landing legs is not adequate.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Chassis

Component Description : Specific location on chassis is front landing leg jacks

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Lippert Components

Address : 3501 County Road 6
Elkhart INDIANA 46514

Country : United States

Chronology :

Received an email on 8/6/2020 stating that there are currently 4 units with issues concerning the landing legs buckling. LCI sent a tech out to repair unit (425963) and made notes in the report on the issues noticed. (Rear jack on DS had been replaced, but the jack bracket had no damage). The front jack on the ODS bent, the LP & generator box are damaged, and the jack bracket & main rail are bent. The tech heated the I- beam to straighten it back out along with the generator box and added and tube X-member for reinforcement. LCI is sending service techs out to repair the other units involved and will be gathering information the cause. LCI & Heartland engineering teams are looking into what is causing this issue. 8/14 LCI determined a fix for the landing leg bracket. 8/24/20 safety committee met and decided this was a recall. On the original scope Elkridge

units were not included because this frame was not included in the product change notice because the frame was new and not changed.

Description of Remedy :

Description of Remedy Program :	The manufacturer will have its dealers install a jack bracket to reinforce the landing legs.
How Remedy Component Differs from Recalled Component :	Kit number 2020133064 containing a pair of 1 x 2 spacer tubes with a plate on each end along with the needed hardware to bolt in place. For Big Horn Traveler & Elkridge Kit number- 2020134107 containing a 1 x 2 spacer tube with a plate on each end along with the needed hardware to bolt in place.
Identify How/When Recall Condition was Corrected in Production :	Due to production run time the manufacturer already has frames and will install jack brackets on those as part of the production process until such time when frame manufacture has them installed on new incoming frames.

Recall Schedule :

Description of Recall Schedule :	Notification will begin once the owner letter is approved.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported