



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 23, 2021

Mr. David Mihalick
Heartland Recreational Vehicles, LLC
419 W Pike St
Jackson Center, OH 45365

NEF-107KL
21V-557

Subject: Refrigerator Roof Vent Not Routed Properly

Dear Mr. Mihalick:

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/2021
HEARTLAND/NORTH TRAIL/2021

Mfr's Report Date: July 22, 2021

NHTSA Campaign Number: 21V-557

Components:

EQUIPMENT:APPLIANCE:REFRIGERATOR

Potential Number of Units Affected: 649

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2021 North Trail and Mallard recreational trailers. The refrigerator roof vents were not routed properly during production.

Consequence:

An improperly routed vent may allow the refrigerator to overheat, increasing the risk of a fire. Further, exhaust gas trapped inside the vehicle can cause carbon monoxide poisoning, increasing the risk of injury or death.

Remedy:

Dealers will inspect the roof vent, and repair the vent sleeve connection if necessary, free of charge. Owner notification letters are expected to be mailed September 16, 2021. 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.nhtsa.gov.

Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

We have received Heartland's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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.

Heartland Recreational Vehicles, LLC's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement