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

August 9, 2022

Corey Sprague
Heartland Recreational Vehicles, LLC
2912 Dexter Dr
Elkhart, IN 46514

NEF-107KL

22V-591

Subject: Awning Fabric May Detach Causing Awning to Drop

Dear Corey Sprague:

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/2022-2023
HEARTLAND/CYCLONE/2022
HEARTLAND/ELKRIDGE/2022
HEARTLAND/FUEL/2022
HEARTLAND/GRAVITY/2022-2023
HEARTLAND/LITHIUM/2022-2023
HEARTLAND/MALLARD/2022-2023
HEARTLAND/MILESTONE/2022
HEARTLAND/NORTH TRAIL/2022
HEARTLAND/PIONEER/2022-2023
HEARTLAND/PROWLER/2022-2023
HEARTLAND/ROAD WARRIOR/2022-2023
HEARTLAND/SUNDANCE/2022-2023
HEARTLAND/TORQUE/2022-2023
HEARTLAND/TRAIL RUNNER/2022-2023

Mfr's Report Date: August 8, 2022

NHTSA Campaign Number: 22V-591

Components:
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

Potential Number of Units Affected: 5,446

Problem Description:
Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2022 Cyclone, Elk Ridge, Fuel, Milestone, North Trail, 2022-2023 Big Horn Traveler, Gravity, Lithium, Mallard, Pioneer, Prowler, Road Warrior, Sundance, Torque, and Trail Runner travel trailers. The electric retractable awning has a welded seam on the fabric that may separate, potentially allowing the awning to drop beyond normal operation.

NHTSA
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SAFETY ADMINISTRATION

Consequence:
An awning that drops or extends beyond normal operation can increase the risk of injury.

Remedy:
Dealers will inspect and repair, or replace the awning, free of charge. Owner notification letters are expected to be mailed by October 2, 2022. 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.

We have received Heartland's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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 eight 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