

# Part 573 Safety Recall Report

## 24V-236

**Manufacturer Name :** Heartland Recreational Vehicles, LLC

**Submission Date :** APR 02, 2024

**NHTSA Recall No. :** 24V-236

**Manufacturer Recall No. :** TBD



### Manufacturer Information :

**Manufacturer Name :** Heartland Recreational Vehicles, LLC

**Address :** 1001 All Pro Drive

Elkhart IN 46514

**Company phone :** 8772628032

### Population :

**Number of potentially involved :** 10,038

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2023-2024 Heartland Big Country

**Vehicle Type :** TRAILERS

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** The recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

**Production Dates :** SEP 06, 2022 - DEC 05, 2023

**VIN Range 1 : Begin :** 5SFBG4326PE519296 **End :** 5SFBG3623RE531611 ☐ Not sequential

**Vehicle 2 :** 2023-2024 Heartland Big Horn

**Vehicle Type :** TRAILERS

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

**Production Dates :** SEP 07, 2022 - OCT 10, 2023

**VIN Range 1 : Begin :** 5SFBG3925PE519744 **End :** 5SFBG3623RE531611 ☒ Not sequential

Vehicle 3 : 2024-2024 Heartland Corterra

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : AUG 23, 2023 - FEB 09, 2024

VIN Range 1 : Begin : 5SFDG352XRE528912 End : 5SFDG3524RE534527 ☒ Not sequential

Vehicle 4 : 2024-2024 Heartland Eddie Bauer

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : APR 18, 2023 - JAN 22, 2024

VIN Range 1 : Begin : 5SFPB3727PE519087 End : 5SFPB3421RE534207 ☒ Not sequential

Vehicle 5 : 2023-2024 Heartland South Fork

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - APR 18, 2023

VIN Range 1 : Begin : 5RXLG4423PE519646 End : 5RXLG4228PE526823 ☒ Not sequential

Vehicle 6 : 2023-2023 Heartland Elk Ridge

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - MAR 20, 2023

VIN Range 1 : Begin : 5SFRG3627PE519652 End : 5SFRG4223PE524245 ☒ Not sequential

Vehicle 7 : 2023-2024 Heartland Fuel

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - AUG 16, 2023

VIN Range 1 : Begin : 5SFCB2721PE519501 End : 5SFCB322XRE530416 ☒ Not sequential

Vehicle 8 : 2023-2024 Heartland Gravity

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 12, 2022 - FEB 13, 2024

VIN Range 1 : Begin : 5SFCG4128PE526502 End : 5SFCG4120RE528831 ☒ Not sequential

Vehicle 9 : 2023-2024 Heartland Mallard

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 12, 2022 - FEB 13, 2024

VIN Range 1 : Begin : 5SFNB2720PN517487 End : 5SFNB3921RE534787 ☐ Not sequential

Vehicle 10 : 2023-2024 Heartland North Trail

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : NOV 02, 2022 - AUG 08, 2024

VIN Range 1 : Begin : 5SFNB3229PE522491 End : 5SFNB2820RN534369 ☒ Not sequential

Vehicle 11 : 2023-2024 Heartland Sundance

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : OCT 17, 2022 - FEB 01, 2024

VIN Range 1 : Begin : 5SFSB2726PN519327 End : 5SFSB2329RN534140 ☒ Not sequential

Vehicle 12 : 2023-2023 Heartland Lithium

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : OCT 17, 2022 - OCT 31, 2022

VIN Range 1 : Begin : 5SFCB322XPE521261 End : 5SFCB3225PE521278 ☒ Not sequential

Vehicle 13 : 2023-2024 Heartland Milestone

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - DEC 15, 2023

VIN Range 1 : Begin : 5SFMG4328PE519647 End : 5SFPB3725RE532715 ☒ Not sequential

Vehicle 14 : 2023-2024 Heartland Pioneer

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - DEC 04, 2023

VIN Range 1 : Begin : 5SFPB3724PE519547 End : 5SFPB3725RE532715 ☒ Not sequential

Vehicle 15 : 2023-2024 Heartland Prowler

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 06, 2022 - FEB 05, 2024

VIN Range 1 : Begin : 5SFPB3727PE519087 End : 5SFPB3421RE534207 ☒ Not sequential

Vehicle 16 : 2023-2024 Heartland Torque

Vehicle Type : TRAILERS

Body Style : ALL

Power Train : NR

Descriptive Information : Recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 02, 2022 - FEB 08, 2024

VIN Range 1 : Begin : 5SFCG4322PE519316 End : 5SFCB3827RE534236 ☒ Not sequential

Vehicle 17 : 2023-2024 Heartland Trail Runner

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The recall population was determined by the dates outlined in the Suburban recall notice and the start and end dates of affected models purchased.

Production Dates : SEP 13, 2022 - JAN 29, 2024

VIN Range 1 : Begin : 5SFEB3427PE519148 End : 5SFEB3023RE534271 ☒ Not sequential

#### Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population may have a Suburban stove with LED backlight printed circuit boards (PCB) that are not fully coated. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in failure of the PCB.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the PCB fails, it can become overheated and the polyethylene cover of the lights can melt and possibly ignite causing a fire

Description of the Cause : The PCBs did not have the correct amount of conformal coating to properly seal the circuit board from contamination.

Identification of Any Warning that can Occur : Red Lights can become warm and show signs of melting. Also, the lights may turn red by themselves.

Involved Components :

Component Name 1 : Suburban Range

Component Description : Suburban Range / Oven with LED lights behind knobs

Component Part Number : Suburban part numbers: 3629, 3630, 3704, 3801

Supplier Identification :

Component Manufacturer

Name : Airxcel, INC - Suburban Division

Address : 676 Broadway St  
Dayton Tennessee 37321

Country : United States

Chronology :

"9/05/2023– Initial report was made lights had melted on suburban stove knobs. 3/13/2024 – Investigation opened after Suburban TSB was issued. FRC Ran. 3/22/2024 – Suburban notifies Heartland of their recall filed with NHTSA. 3/26/2024 – Investigation concluded and safety committee voted."

Heartland RV had 11 claims with 0 death or injuries. The date range of claim receipts were 10/13/23 to 2/16/24..

Description of Remedy :

Description of Remedy Program :	There are two remedies for this issue. The LED backlights can be removed from the range or the circuit powering the LED backlights can be cut and properly terminated. All reimbursements will be covered under Heartland's general reimbursement plan. This will be done at no cost to the owner.
How Remedy Component Differs from Recalled Component :	The new stoves coming from the supplier (Suburban) will not have LED lights behind the knobs for the range or oven.
Identify How/When Recall Condition was Corrected in Production :	As of 3-5-2024 Suburban has supplied ranges and ovens without LED lights behind the knobs.

Recall Schedule :

Description of Recall Schedule :	Mailing will begin once approval is received
Planned Dealer Notification Date :	MAY 17, 2024 - MAY 17, 2024
Planned Owner Notification Date :	MAY 17, 2024 - MAY 17, 2024

\* NR - Not Reported