



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 13, 2025

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

NEF-107KL
25V-304

Subject: Removable Steps May Detach While In Use

Dear Mr. 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/CYCLONE/2024-2025

Mfr's Report Date: May 9, 2025

NHTSA Campaign Number: 25V-304

Components:

STRUCTURE:BODY:STEP/LADDER

Potential Number of Units Affected: 130

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2024-2025 Cyclone fifth wheels, equipped with a removable step assembly. The clip-on bracket mounting bolts may come loose, allowing the steps to detach.

Consequence:

Steps that detach while in use increase the risk of injury.

Remedy:

Dealers will replace the clip-on bracket, free of charge. Owner notification letters are expected to be mailed June 27, 2025. 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 1-888-275-9171), or go to www.safercar.gov.

We have received your 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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