



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 29, 2019

Mr. David Partin  
Consumer Affairs  
Heartland Recreational Vehicles, LLC  
1001 All Pro Drive  
Elkhart, IN 46514

NEF-150KL  
19V-525

**Subject:** Improperly Installed A/C Electrical Connectors

Dear Mr. Partin:

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/2017  
HEARTLAND/ELKRIDGE/2016-2020  
HEARTLAND/MILESTONE/2019-2020  
HEARTLAND/NORTH PEAK/2017-2018  
HEARTLAND/OAKMONT/2016-2017  
HEARTLAND/PIONEER/2017-2020  
HEARTLAND/PROWLER/2016-2018  
HEARTLAND/SUNDANCE/2017-2019

**Mfr's Report Date:** July 12, 2019

**NHTSA Campaign Number:** 19V-525

**Components:**

ELECTRICAL SYSTEM:WIRING

**Potential Number of Units Affected:** 5,598

**Problem Description:**

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2017 Bighorn Traveler, 2016-2020 Elkridge, Elkridge Ex, 2019-2020 Milestone, 2017-2018 North Peak, 2016-2017 Oakmont, 2017-2020 Pioneer FW, 2016-2018 Prowler FW, 2017-2019 Sundance and Sundance XLTFW trailers. The A/C electrical connector may have been improperly installed, possibly causing increased electrical resistance and the connection to overheat.

**Consequence:**

Overheating of the connection can increase the risk of a fire.

**Remedy:**

Heartland will notify owners, and dealers will correct the electrical connections, free of charge. The recall is expected to begin September 6, 2019. Owners may contact Heartland customer service at 1-877-262-8032. Heartland's number for this recall is 99.01.47.

**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.safercar.gov](http://www.safercar.gov).

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

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

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 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.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement