



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 30, 2019

Mr. Bryce Frankenberge
Compliance Manager
Heartland Recreational Vehicles, LLC
2831 Dexter Drive
Elkhart, IN 46514

NEF-150KL
19V-671

Subject: Upper Bunk Bed may Fall

Dear Mr. Frankenberge:

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/MILESTONE/2020

Mfr's Report Date: September 20, 2019

NHTSA Campaign Number: 19V-671

Components:

EQUIPMENT

Potential Number of Units Affected: 28

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2020 Milestone recreational trailers. The wood backers for bunk supports were not installed on the slide out bunk end walls during manufacturing, possibly allowing the upper bunk bed to fall.

Consequence:

If the bed falls while someone is on, or under, the bunk, there is an increased risk of an injury.

Remedy:

Heartland will notify owners, and dealers will install wood backers to secure the bunk bed, free of charge. The recall is expected to begin November 15, 2019. 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.safercar.gov.

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.

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. We look forward to working with you.

Sincerely,



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