



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 28, 2020

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

NEF-150KL
20V-084

Subject: Smoker Detector in the Incorrect Location

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/BIGHORN TRAVELER/2020
HEARTLAND/ELKRIDGE/2020
HEARTLAND/MILESTONE/2020
HEARTLAND/PIONEER/2020

Mfr's Report Date: February 13, 2020

NHTSA Campaign Number: 20V-084

Components:

EQUIPMENT

Potential Number of Units Affected: 487

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2020 Bighorn Traveler, Elkridge, Milestone, and Pioneer Fifth Wheel trailers. The smoke detector may be incorrectly located in the bedroom.

Consequence:

In the event of a fire, the smoke detector may not provide adequate warning for the occupants to be able to escape safely, increasing the risk of injury.

Remedy:

Heartland will notify owners, and dealers will either relocate the detector or add an additional one, free of charge. The recall is expected to begin April 10, 2020. 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.

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.

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:

- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

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. We look forward to working with you.

Sincerely,



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