



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 6, 2021

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

NEF-107KL
21V-491

Subject: Incorrect GVWR on Certification Label/FMVSS 120

Dear Mr. Frankenberger:

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/PIONEER/2021

Mfr's Report Date: June 28, 2021

NHTSA Campaign Number: 21V-491

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 27

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2021 Heartland Pioneer SS171 travel trailers. The Federal Certification label has the incorrect Gross Vehicle Weight Rating (GVWR) and axle rating. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 120, "Wheels and Rims - Other Than Passenger Cars" and 49 CFR Part 567, "Certification."

Consequence:

The operator may overload the vehicle, increasing the risk of a crash.

Remedy:

Heartland will mail replacement labels to owners, free of charge. Owner notification letters are expected to be mailed August 27, 2021. 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.nhtsa.gov.

Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

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.

Please be reminded of the following requirements:

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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).

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.

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