



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 4, 2021

Mr. David Mihalick
Heartland Recreational Vehicles, LLC
419 W Pike St
Jackson Center, OH 45365

NEF-107KL
21V-849

Subject: Transfer Switch Wires May Come Loose

Dear Mr. Mihalick:

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/2020-2021
HEARTLAND/ROAD WARRIOR/2019-2021

Mfr's Report Date: November 1, 2021

NHTSA Campaign Number: 21V-849

Components:

ELECTRICAL SYSTEM:WIRING

Potential Number of Units Affected: 1,783

Problem Description:

Heartland Recreational Vehicles, LLC (Heartland) is recalling certain 2020-2021 Heartland Cyclone and 2019-2021 Road Warrior Toy Hauler recreational trailers. The transfer switch wire securement lugs may have been improperly tightened during production, causing the wires to come loose.

Consequence:

Loose wires can cause electrical arcing, increasing the risk of a fire.

Remedy:

Dealers will inspect and tighten the securement lugs, free of charge. Owner notification letters are expected to be mailed December 29, 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:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

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:

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.

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