

Part 573 Safety Recall Report

21V-849

Manufacturer Name : Heartland Recreational Vehicles, LLC**Submission Date :** NOV 01, 2021**NHTSA Recall No. :** 21V-849**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Heartland Recreational Vehicles, LLC

Number of potentially involved : 1,783

Address : 1001 All Pro Drive

Estimated percentage with defect : 10 %

Elkhart IN 46514

Company phone : 8772628032

Vehicle Information :

Vehicle 1 : 2020-2021 Heartland Cyclone

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : The population was determined by 4 weeks of production prior to the first known incident. The end date is 4 weeks of production after last known incident.

Production Dates : JUL 08, 2019 - APR 27, 2021

VIN Range 1 : Begin : 5SFCG4633LE424486 End : 5SFCG4021ME471937 Not sequential

Vehicle 2 : 2019-2021 Heartland Road Warrior

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Population was determined by 4 weeks production prior to first known incident. End date is 4 weeks of production after last known incident.

Production Dates : FEB 20, 2018 - NOV 11, 2020

VIN Range 1 : Begin : 5SFCG4434KE385781 End : 5SFCG463XME455851 Not sequential**Description of Defect :**

Description of the Defect : Transfer switch wire securement lugs may not have been properly torqued to the manufacture's installation instructions during production.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Improper torque on the lugs could cause the wires to become loose in the

Description of the Safety Risk : transfer switch. If the wires become loose it could cause the wires to arch and possibly start a thermal event. This could lead to and increased risk of fire and injury.

Description of the Cause : Production may not have verified proper torque of the lugs in the transfer switch box during the manufacturing process.

Identification of Any Warning that can Occur : Loose wires could cause intermittent or loss of power in the unit. You may also smell hot or melting wires coming from the pass through storage area.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

See Attached document

Description of Remedy :

Description of Remedy Program : The remedy will be to have your local dealer or service center inspect and verify proper torque on the lugs within the Transfer switch box. This inspection will be done at no cost to the owner. All Reimbursements will be covered by Heartland's general reimbursement plan.

How Remedy Component Differs The remedy component would have the wire securement lugs torqued to

from Recalled Component : the proper values as stated on the Transfer switch box. Values vary by manufacture.

Identify How/When Recall Condition was Corrected in Production : We have provided proper training and tools to the individuals installing the transfer switch boxes. We have installed a group lead verification signoff of proper torque specs being met on the production line.

Recall Schedule :

Description of Recall Schedule : Heartland will begin notifying owners/dealers once letters are approved

Planned Dealer Notification Date : DEC 29, 2021 - DEC 29, 2021

Planned Owner Notification Date : DEC 29, 2021 - DEC 29, 2021

* NR - Not Reported