



Highland

R I D G E R V

June 2015

3195 North S.R.5 • Shipshewana, IN 46565 • (260) 768-7771 • Fax (260) 768-7410

IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 15V304

Name
Address
City, State, Zip

Dear Valued Highland Ridge Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Highland Ridge RV (Highland) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 Roamer, Mesa Ridge, Open Range, Residential and 3X Fifth Wheels and Journeyer Travel Trailers manufactured May 7, 2014 through June 4, 2014.

The affected vehicles were manufactured with HSM quad steps that two specific located rivets of the step may shear or pull out under load. If the defective rivets fail, section/s of the step may come loose and/or break and cause personal injury.

The remedy is to remove the existing rivets in the two specific areas with a larger bolt with a higher weight rating. The recall remedy will take approximately one half hour per HSM step present and will be performed at no charge to the customer.

Our records show the following Highland units are affected by this recall and are currently part of the inventory at your dealership. These units require the Recall repair **prior** to being sold:

Serial Number Listing

Dealer Campaign Responsibility

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. In addition, please register the unit by submitting the Warranty Registration information to Jayco.

If you have any questions, please contact Highland Customer Service 260-768-7771 for further instructions.

We apologize for any inconvenience this may cause. However, we have taken this action in the interest of our customer's safety and their continued satisfaction with their Highland Ridge RV Product.

Sincerely,
Highland Ridge RV