



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

June 2015

IMPORTANT SAFETY RECALL

This Notice Applies To Your Recreational Vehicle VIN # [REDACTED]
NHTSA Recall Campaign # 15V308



Dear Valued Open Range RV Company Vehicle Owner:

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

Highland Ridge RV (On behalf of Open Range RV Company) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 Roamer, Mesa Ridge, Residential and 3X Fifth Wheels and Journeyer Travel Trailers manufactured April 8, 2014 through May 14, 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, a section/s of the step may come loose and/or break and cause personal injury.

The remedy is for a Highland Ridge RV dealer 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 on your unit and will be performed at no charge to you. If you paid to have this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Highland Customer Service at 260-768-7771 for assistance.

If your Highland Ridge RV dealer is unable to perform the recall within a reasonable time frame, please contact Highland Customer Service at 260-768-7771 for further instructions. If you choose to take your vehicle to a non-Highland Ridge RV dealer, they must contact HighlandRidge RV prior to making the recall repairs for proper authorization and instruction. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

If, however, you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 260-768-7771. If after contacting your dealer and Customer Service you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to the Administrator, national Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We certainly regret this inconvenience; however your safety and satisfaction with your Highland Ridge RV product are important to us.

Sincerely,
Highland

Ridge

RV