



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

January 2016

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle VIN #
NHTSA Recall Campaign # 15V-834

Name
Address
City, State, Zip

Dear Valued Highland Ridge Vehicle Owner:

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

Highland Ridge RV (Highland) has decided that a defect that relates to motor vehicle safety exists in certain Model Year 2015 Open Range, 2015-2016 3X fifth wheels and Highlander travel trailers manufactured May 8, 2014 through December 4, 2015. The CAUTION label required of the exterior of the recreational vehicle for the side vent of the sewer system was omitted during production. The label warns the owner to keep the drain valve closed to minimize the presence of sewer gases. If the drain valve is not kept closed, sewer gas may be present in the trailer and lead to illness or personal injury.

The remedy is place the CAUTION label on the exterior of the trailer, adjacent to the side vented termination valve. The CAUTION label is enclosed with this Recall Notification Letter. You may perform this remedy by following the enclosed instructions or contact a Highland Dealer to set an appointment to place the label on your trailer at no charge to you. The placement of the omitted label will take approximately 15 minutes. For more information or if you are unable to have this recall remedy performed within a reasonable time frame, please contact Highland Customer Service at 260-768-7771 for assistance.

If you choose to take your vehicle to a non-Highland dealer, they must contact Highland 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 apologize for any inconvenience this may cause. However, we have taken this action in the interest of your safety and continued satisfaction with your Highland Ridge recreational vehicle.

Sincerely,
Highland Ridge RV