



Highland
RIDGE RV

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

IMPORTANT SAFETY RECALL
This Notice Applies To Recreational Vehicle «VIN»
NHTSA RECALL CAMPAIGN # 16V092

«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 2015-2016 Highlander Toy Hauler, Light, Mesa Ridge travel trailers and Light fifth wheels manufactured May 6, 2014 through August 31, 2015. The information downloaded into the production system to calculate the Gross Vehicle Weight Rating (GVWR), Gross Axle Weight Rating (GAWR) and Occupant and Cargo Carrying Capacity (CCC) was incorrect and generated incorrect information on labels placed on units. This error may allow overloading of the trailer, exceeding the Gross Vehicle Weight Rating. Overloading of tires may lead to tire failure, increasing the risk of a crash.

The remedy for all units **except** the **Highlander Toy Hauler** travel trailer is to place corrected labels on the unit noting the correct GVWR, GAWR AND CCC. The incorrect calculations made for the **Highlander Toy Hauler will require additional action.** The axles (2) must be upgraded from 4K to 6K, the existing ST225/75R15D tires (4 plus spare) must be replaced with ST235/80R16E tires in addition to placing corrected labels.

The correct labels for your trailer are enclosed with this Recall Notification Letter unless you own a Highlander Toy Hauler; those labels will ship directly to the dealer performing the recall repair in addition to the axles and tires.

You may place the correct labels on your trailer by following the enclosed instructions. After placing the correct labels on your trailer, please complete and return the enclosed Reply Form so we can note the Recall repair as complete. If you prefer, you can contact a Highland Dealer to set an appointment to place the labels on your trailer at no charge to you. The placement of the omitted labels will take approximately 15 minutes while the repair for the **Highlander Toy Hauler** will take approx. 4 hours also at no charge to you. 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