



IMPORTANT SAFETY RECALL February 2016
This Notice Applies To Your Recreational Vehicle «VIN»
NHTSA Recall Campaign # 16V112

Dear Valued Customer:

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

Highland Ridge RV (Highland) on behalf of OPEN RANGE, has decided that a defect that relates to motor vehicle safety exists in certain Model Year 2012-2015 Journeyer Travel Trailers manufactured September 6, 2011 through April 30, 2014. The A-frame of the affected travel trailers was delivered with the incorrect size of safety chains. The current safety chains are below the SAE industry standards and are not rated for the GVWR of your travel trailer.

In the event the main trailer connection fails, the weight of the trailer can break the safety chains if the chains are not strong enough, allowing the trailer to separate from the vehicle, increasing the risk of a crash.

The recall remedy is removing the current 11,700lb safety chains and replaced with 16,200lb safety chains. Please contact a Highland Dealer to set an appointment for the recall remedy to be performed at no charge to you. The replacement of the safety chains will take approximately .5 hour. 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 travel trailer.

Sincerely,
Highland Ridge RV