



**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 # 16V818**

«name»  
«address»  
«city» «state» «zip»

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) has decided that a defect that relates to motor vehicle safety exists in certain Model Year 2016 Highlander 31RGR Travel Trailers equipped with aluminum, collapsible/retractable ladder. The mounting plate welded to each hinge (6) could separate and allow the ladder to come loose from the trailer, creating a safety risk to an occupant of the ladder.

The recall remedy is to reinforce each hinge (6) with a bracket, bolts and lock washers. The Recall Remedy will take approximately 1 hour and will be at no cost 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 travel trailer 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

Sincerely,  
Highland Ridge RV