



**Highland**  
RIDGE RV

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

**SECOND NOTICE**  
**IMPORTANT SAFETY RECALL**

**This Notice Applies To Recreational Vehicle «vin»  
NHTSA RECALL CAMPAIGN # 17V-037**

Name  
Address  
City                    st zip zip2

Dear Valued Customer:

*Our records show that the Recall Remedy has not been completed on this unit. Please contact an authorized Dealer to set an appointment as soon as possible. If the Recall Remedy was performed, please complete the Reply Form on the back of this letter and return so we can update our records.*

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 2017 Mesa Ridge, Roamer and Open Range fifth wheels and Mesa Ridge and Roamer travel trailers equipped with an outside range. The outside range can be stored in the unit while the gas valve is open. This could allow gas to enter and buildup within the vehicle, increasing the risk of an explosion or fire.

The recall remedy is to replace the existing gas valve handle for the range with a new style that will ensure the gas valve is closed prior to storage. The Recall Remedy will take approximately 1/2 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 recreational unit 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 action may cause; however your safety and continued satisfaction are of the utmost importance to us.

Sincerely,  
Highland Ridge RV