



Highland
RIDGE RV

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

SECOND NOTICE
IMPORTANT SAFETY RECALL

March 2017/April 2018

**This Notice Applies To Recreational Vehicle «vin»
NHTSA RECALL CAMPAIGN # 17V-065**

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 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 2016-2017 Open Range 388RKS fifth wheels manufactured April 7, 2015 through December 15, 2016.

The axle hangers on the fifth wheel may be damaged and/or have punctured the riser tube wall and may allow the axle to shift and become misaligned. If the axle shifts and becomes misaligned, the tires may wear irregularly and possibly fail, increasing the risk of a crash.

The Recall Remedy includes inspection of the spring hangers for damage prior to contacting a Highland Dealer to set an appointment. Enclosed with this notification letter are instructions how you can inspect your fifth wheel to have the information prior to contacting a Highland Dealer for the Recall Remedy. Please review carefully. This inspection is vital, so the Dealer can obtain the correct Recall Parts Kit for your appointment. If you are uncomfortable performing the inspection, a Highland Dealer can perform it for you. Please be aware that until the inspection is completed, the required parts kit cannot be ordered, subsequently the Dealer will not be able to complete the remedy the same day the Dealer completes the inspection.

When **NO damage** is found, the original spring hangers will be reinforced. When inspection **notes damage**, the hangers will be replaced. The Recall Remedy will take approximately 4-7 hours depending on findings of the inspection 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