



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 #17V-288

May 2017

Dear Valued Customer:

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

Highland Ridge (Highland) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2017 Open Range, Highlander, Light, Roamer and Mesa Ridge Fifth Wheels and Mesa Ridge, Light, Roamer and Ultra Lite Travel Trailers.

The low profile surface mount LED lights may produce extreme temperatures during normal use that may cause light failure. Some of the failure characteristics are noted as melting of plastic housing, smoldering and charred / scored ceiling panels. The extreme temperatures increase the risk of a fire resulting in personal injury and property damage.



For your personal safety, please follow these cautionary steps until the remedy is completed.

- DO NOT LEAVE LIGHTS ON FOR MORE THAN AN HOUR AT ONE TIME
- DO NOT LEAVE LIGHTS ON WITH UNIT UNATTENDED
- IF YOU OBSERVE SMOKE OR SMELL THE PLASTIC GETTING HOT, TURN OFF THE LIGHT IMMEDIATELY AT THE WALL SWITCH, CONTROL PANEL OR BREAKER BOX

The recall remedy is to replace **ALL** the affected lights in addition to any light lens that notes damage. The remedy will take approximately an hour and will be at no cost to you. If you paid to have this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. If your Highland dealer is unable to perform the recall within a reasonable time, please contact Highland Customer Service at 260-768-7771 for further instructions. 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.

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 certainly regret this inconvenience; however your safety is our most important priority.

Sincerely,
Highland Ridge