



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-561

September 2017

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 certain Model Year 2018 Open Range, 3X fifth wheels fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 110, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less". Specifically, "the tires on the trailer must be the same size as the tire size on the labeling required."

The optional / standard tire information in the production system incorrectly stated the tires as 235/80R16 on the Tire Label and Federal Label, when the **correct tires installed are 235/85R16.** This could result in the wrong tires being installed leading to poor towing/driving issues and increasing the risk of a crash causing injury and/or property damage.

The correct labels are enclosed with this Recall Notification Letter. You may place the correct labels on your trailer by following the enclosed instructions or contact a Highland Dealer to set an appointment to place the labels on your trailer at no charge. If you chose to perform the recall repair, **please complete and return the enclosed Reply Form** so we can note the recall repair as complete on your fifth wheel. For more information 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, 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 RV