



Highland
RIDGE RV

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IMPORTANT SAFETY RECALL
This Notice Applies To Recreational Vehicle «vin»
NHTSA RECALL CAMPAIGN # 17V-697

December 2017

Dear Valued Customer:

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 2018 Light 275RLS (“TL”) and 312BHTS (“TN”) travel trailers manufactured August 15, 2017 through October 4, 2017.

The safety chains installed by the vendor of the A frame are underrated for the GVWR of the travel trailers. The recalled units have incorrect 7600# safety chains when the **correct safety chains should be 11,700#**. The underrated safety chains could allow the weaker chains to break, which could allow the trailer to separate from the towing vehicle, increasing risk of a crash with personal injury and / or property damage.

The Recall Remedy is for a Highland Dealer to remove the incorrect safety chains and to install the 11,700# safety chains. The Recall Remedy will take approximately ½ hour and will be completed 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 certainly regret this inconvenience; however your safety is our most important priority.

Sincerely,
Highland Ridge RV



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Follow proper safety practices. If in doubt, consult a professional RV technician.