



[VEHICLE OWNER NOTIFICATION TEMPLATE]

NHTSA Recall Number 11V-486

SAFETY RECALL NOTICE

DEAR

VALUED

CUSTOMER

Open Range R.V. has decided that a defect which relates to motor vehicle safety exists in Open Range/Journeyer, 2010-2011 Travel Trailer model # JT340FLR frames supplied by Lippert Components. Only vehicles of this JT340FLR model bearing production dates starting 8/27/2009 through 11/17/2010 are affected.

What Vehicles are Being Recalled?

This recall affects Open Range/Journeyer, 2010-2011 model JT340FL bearing production dates starting 8/27/2009 through 11/17/2010.

Our records indicated that you are the owner of one of the affected vehicles as follows:

[Make/Model/Model Year/VIN]

What is the Problem?

Open Range R.V. has determined that a number of these units may lack a main supporting cross member(s) in the frame. This condition presents an accident, and/or rollover risk.

What Should You Do?

Obtain and confirm your R.V.'s model number, and serial number from the data sticker or "a" frame. You are receiving this letter because our records show you are the current owner of this vehicle.

Please schedule an appointment with the nearest authorized Open Range R.V. Service Center to have your R.V. inspected and, if necessary, repaired without cost to you.

What We Will Do?



Open Range R.V., is conducting a safety recall campaign to address this issue. An authorized Open Range R.V. Service Center will inspect the suspect frame on your unit. If the cross member is missing, the service center will install one. These repairs should take approximately 6hrs and will be performed free of charge.

If you no longer own the vehicle covered by this Safety Recall Notice, please provide the name and contact information for the new owner by contacting Open Range R.V. at warrantysupport@openrangerv.com or by phone at (260)768-7771. This will enable us to advise the new owner of this recall.

Pursuant to Federal Law, any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If Open Range R.V. fails or are unable to provide a remedy within a reasonable time, you may wish to contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

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We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products.

Sincerely,

Open Range R.V.