



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

May 2015

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle VIN #
NHTSA Recall Campaign # 15V-209

Name
Address
City, State, Zip

Dear Valued Highland Ridge Vehicle Owner:

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 a defect which relates to motor vehicle safety exists in certain Model Year 2015 and 2016 Roamer, Mesa Ridge, Light, 3X and Journeyer travel trailers and fifth wheels Manufactured March 6, through March 26, 2015 with a Norco slide mechanism. The original screws used in the slide out mechanism may fail (break) due to over tempering and allow the slide room to come out while the vehicle is in transit, increasing the risk of personal injury and/or property damage.

The remedy is replacement of ALL 8 original self-tapping screws in **each** slide mechanism with machined threaded screws and if any of the original screws have failed (broken), the chain connector brackets will be replaced and the slide adjusted at no charge to you. The estimated time for repair for **each** slide is approximately 1 hour. For more information or if you are unable to have this repair performed within a reasonable time frame, 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, 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 may cause. However, we have taken this action in the interest of your safety and continued satisfaction with your Highland Ridge recreational vehicle.

Sincerely,
Highland Ridge RV