



<p><b>Safety Recall: 19V-168 2019-124</b>  <b>March 2019</b></p>
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**IMPORTANT SAFETY RECALL**

**This Notice Applies to Your Recreational Vehicle «vin»**

Dear Valued Customer:

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

Highland has decided that certain Model Year 2019 Mesa Ridge Lite 2804RK and Open Range Ultra Lite 2804RK travel trailers 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".

***Reason for this recall***

The Gross Vehicle Weight Rating (GVWR) was noted on the Federal Certification label and Cargo Carrying Capacity (CCC) label as 7,675lbs. when the correct GVWR for the rating of the safety chains installed is 7,600lbs. This error could allow consumer to inadvertently overload the trailer which may lead to drivability issues, causing a crash.

***Recall Remedy***

Replace all labels noting GVWR as 7,675lbs. Correct labels are included with this notification.

***What we need you to do***

You may replace the labels following the enclosed instructions or contact a Highland Dealer to set an appointment to replace the incorrect labels at no charge. If you choose to perform the recall remedy, please complete and return the enclosed Reply Form so we can note the recall as complete.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

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 877-288-8400. 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>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

Sincerely,  
 Highland Ridge