



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 8, 2023

Mr. Troy Niswonger  
Compliance Manager  
Highland Ridge RV  
903 South Main Street  
Middlebury, IN 46540

NEF-107KL  
23V-548

**Subject:** Missing Emergency Exit Window

Dear Mr. Niswonger:

This letter serves to acknowledge Highland Ridge RV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HIGHLAND RIDGE/RANGE LITE AIR/2023-2024

**Mfr's Report Date:** August 3, 2023

**NHTSA Campaign Number:** 23V-548

**Components:**

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

**Potential Number of Units Affected:** 11

**Problem Description:**

Highland Ridge RV (Highland Ridge) is recalling certain 2023-2024 Highland Ridge Range Lite Air travel trailers. The trailers may have been manufactured without a secondary emergency exit window.

**Consequence:**

The lack of a secondary escape exit can prevent or delay occupants from exiting, increasing their risk of injury during an emergency.

**Remedy:**

Dealer will inspect and install an emergency egress window as necessary, free of charge. Owner notification letters are expected to be mailed September 8, 2023. Owners may contact Highland Ridge customer service at 1-800-283-8267. Highland Ridge's number for this recall is 9904990.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Highland Ridge RV's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement