



March 4, 2015

Dear Valued Customer,

It has come to our attention that the Outlander Trailing Arms could be improved in its design from the original release. This kit is sold using the following High Lifter part numbers: **PSTA-C1OL-B (Black) and PSTA-C1OL-Y (Yellow)**. (Pictured on Page 2) A few customers have noted a bending of the hub plate at the rear wheels. This results in the rear tires not being parallel to the ATV. Customers have also noted the paint around the welds on the hub plate being cracked. Our current production has added gussets to reinforce the plate in this area. Since the addition of the gussets, we have not seen any bending or paint cracking. We recommend that all customers update their trailing arms with the new gussets and want them to contact High Lifter asap so we can make arrangements to have their trailing arms picked up and updated. Leave the bearings installed in the arm and High Lifter will take care of them.

Our records indicate that you have purchased one or more of this item directly from High Lifter, or you have purchased this product from an authorized High Lifter dealer or wholesaler. We are recommending that all customers update their Outlander trailing arms with the new gussets asap.

If you purchased this kit directly from High Lifter Products, please contact us at 800.699.0947, Monday through Friday from 8 a.m. to 5 p.m. CST to make arrangements for the update **at ZERO cost to you**.

If you purchased this kit from High Lifter Products as a dealer or wholesaler, please contact your sales representative at 800.699.0947 on how to get the arms updated for your customers **at ZERO cost to you or your customer**. It is your responsibility to notify your end users immediately of this design change. As a service to you, we will be glad to contact your customer about the update. If so, we are asking that you provide us with the contact information for your customer(s) *within the next week*; otherwise we will assume you handled this directly.

We strive to design and build superior products and take pride in all of our High Lifter products. We want to insure that you have a superior product in hand. We look forward to your continued business with High Lifter Products.

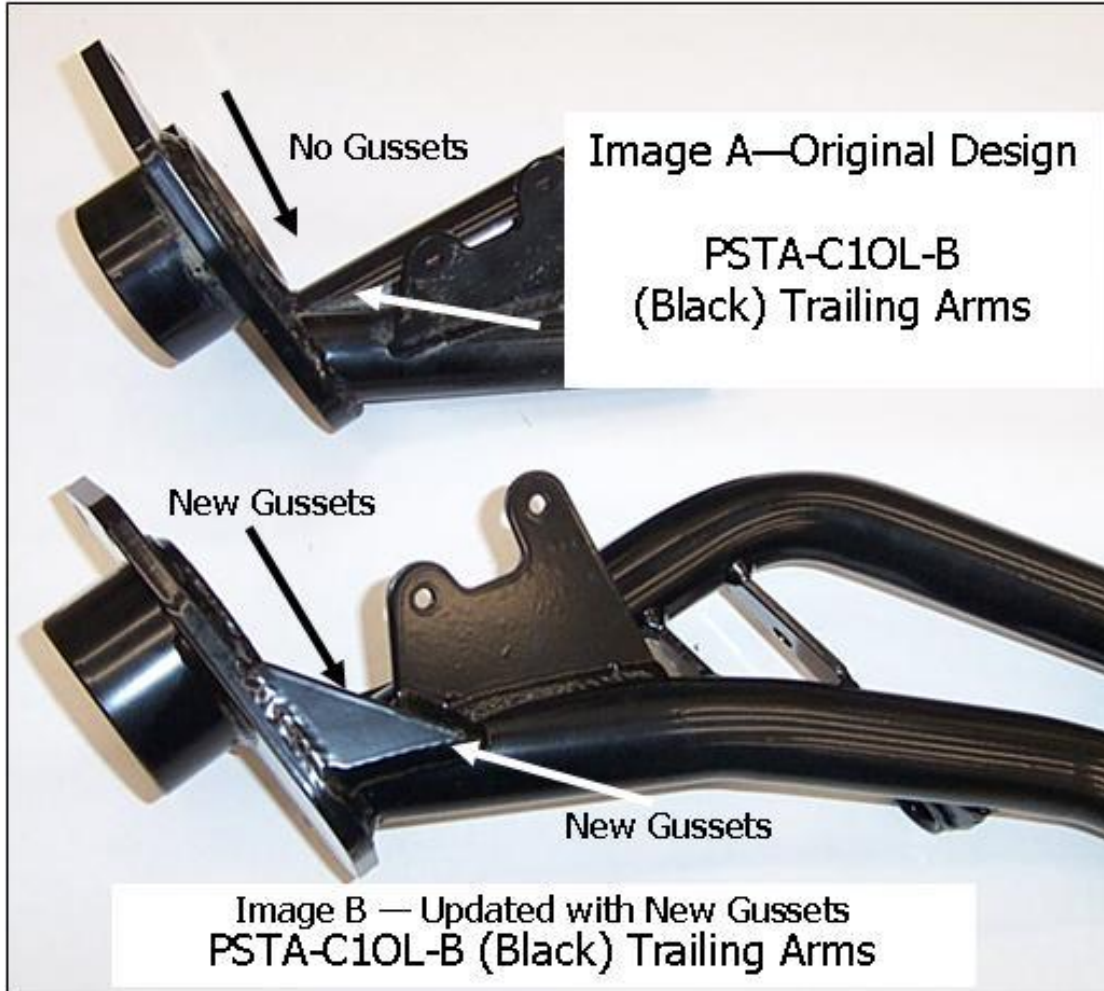
Sincerely,

James Cassell  
General Manager

High Lifter Products  
780 Professional Drive North • Shreveport, Louisiana • 71105  
1.800.699.0947  
[www.HighLifter.com](http://www.HighLifter.com)



The **Image A** is of PSTA-C10L-B (Black) trailing arms from the Original Design.  
The **Image B** is of the updated PSTA-C10L-B (Black) Trailing Arms after the new gussets were added to the arms for reinforcement.



If your set of trailing arms, PSTA-C10L-B (Black) or PSTA-C10L-Y (Yellow), DO HAVE THE GUSSETS on them as shown in Image B, your trailing arms were purchased after the update and you DO NOT have to send your arms in for the new gussets.

If your trailing arms, PSTA-C10L-B (Black) or PSTA-C10L-Y (Yellow), DO NOT HAVE THE GUSSETS and look like Image A, please follow the instructions in the letter to have your arms picked up, updated with the new gussets, and returned at ZERO cost to you.

Thank you,  
James Cassell  
General Manager

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