



Friday, February 21, 2013

Dear Valued Customer,

You are receiving this letter because you have previously purchased one or more of our Pro Series Forward Control Arm systems (High Lifter part# PSFAA-PR-1) for your Polaris Ranger. In some cases, when the Ranger is loaded with extra weight or is driven hard, the OEM upper shock mounts can bend. This is a potential safety concern and the unit should not be operated until it is inspected, repaired if required AND updated by installing our new shock mount kit. Repairs may include bending the OEM shock mount to its original position and welding any cracks or tears.

Because this is a potential safety concern, if you own a Ranger that has one of these kits installed it is important that you check your OEM upper shock mounts immediately, make any necessary repairs, AND then install one of our new shock mount and hardware kits (part# 22U-KIT) that we want to send you at no charge BEFORE you plan or make your next ride. Your safety and satisfaction with our products IS and WILL always remain our number one priority!

If you are the dealer or installer who sold and/or installed one of these kits, or a customer that sold a Ranger with this kit installed and you are receiving this notice it is your responsibility to notify the end user immediately. As a service to you, we will be glad to contact your customer direct and walk them through this process. Since time is of the essence so you must provide us with the contact information for your customer(s) within the next week, otherwise we will assume you handled this directly.

Please contact one of our Sales Team members today @ 1-800-699-0947 if you have any questions or need us to ship you one of our new shock mount and hardware kits at ZERO cost to you.

Thank you for your continued support and loyalty. We look forward to serving you.

Sincerely,

Team High Lifter

High Lifter Products  
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1.800.699.0947  
[www.HighLifter.com](http://www.HighLifter.com)