



Safety Recall: Jayco	18V-292
Starcraft	18V-294

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle (unit #) ***Date of Manufacture:*** **XXXXXX**

Dear Valued Customer:

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

Jayco has decided that a defect, which relates to motor vehicle safety exits in certain 2011 - 2015 Camping Trailers (fold-downs) equipped with a Lippert Power Roof Lift Mechanism.

***Reason for
this recall***

Mis-Use of the manual over-ride feature on the Power Roof Lift Mechanism could create higher torque values through the drive motor. The higher torque values may damage components of the mechanism and could allow the roof to collapse (fall) without a warning, resulting in personal injury and/or property damage.

***Recall
Remedy***

- A. **Certain Model Year 2011 – 2013** camping trailers manufactured prior to OCTOBER 2012 **AND** are equipped with a Power Roof Lift Mechanism; require installation of a stop plate/washers to the mechanism. Installation of the plate will take approximately .5 hr and will be at no cost to you. This Remedy is only required when the ***Date of Manufacture*** noted at the top of this letter is **PRIOR TO OCTOBER 2012**.
- B. **Certain Model Year 2011 – 2015** **ALL** camping trailers with a Power Roof Lift require a **WARNING LABEL** placed in close proximity to the manual over-ride feature to alert consumer of risk and proper use. In addition to the Warning Label, an Operation Instruction Sheet is included with this notification letter. Please review and follow for proper use of the Power Roof Lift and the Manual override.

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

You may place the Warning Label on your camping trailer, following the provided instructions or contact an authorized Dealer as soon as possible to schedule an appointment. If you choose to place the label on your trailer, **please complete the Reply Form and return it** and we will update our records noting completion of the Recall Remedy. **If the Date of Manufacture noted at the top of this letter is PRIOR TO OCTOBER 2012, please contact your dealer to schedule an appointment for the installation of the stop plate/washers.**

If you choose to take your vehicle to a non-Jayco dealer, they must contact Customer Service prior to making the recall repair for proper authorization and instructions.

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 Service Department: Jayco 800-283-8267 /Starcraft 800-945-4787 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,
Jayco and Starcraft Division

