



**SECOND NOTICE
IMPORTANT SAFETY RECALL**



Safety Recall: Jayco 18V-292 2018-243
Starcraft 18V-294 2018-244
June 2018/March 2019

This Notice Applies to Your Recreational Vehicle (VIN) Date of Manufacture:

Our records show that the Recall Remedy has not been completed on this unit. Please contact an authorized Dealer to set an appointment as soon as possible. If the Recall Remedy was performed, please complete the Reply form on the back of this letter and return to Jayco Corp. Compliance, so we can update our records. If you have placed the label on your unit AND the end plate is not required, please return the Reply Form so we can note Recall complete. For units manufactured prior to October 2012 you must place the label AND install the end plate to report recall remedy is completed.

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. 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. These units also require the Warning Label noted in Remedy B.**

B. Certain Model Year 2011 – 2015 camping trailers with a Power Roof Lift require a WARNING LABEL placed in close proximity of the manual over-ride feature to alert consumer of risk and proper use. The initial recall notification letter released in June 2018 included the Warning Label, however if another is necessary, please email request to Compliance@jayco.com noting your current mailing address.

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

You may place the Warning Label on your camping trailer or contact a Jayco Authorized Dealer as soon as possible to schedule an appointment. If you choose to place the label on your trailer **and** the installation of the end plate is not required, **please complete the Reply Form and return to Jayco** and we will update our records noting completion of the Recall Remedy. **When 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.**

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 Jayco Customer Service at 800-283-8267 or Starcraft at 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 Towable and Starcraft Division