



**Safety Recall: 18V-616 2018-515
October 2018**

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle (VIN #)

Dear Valued Customer:

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

Highland has decided that a defect, which relates to motor vehicle safety exits in certain 2019 Open Range Ultra Lite, Mesa Ridge and Open Range Light travel trailers.

***Reason for
this recall***

The Dexter axle may be missing the inner bearing race on the hubs. A missing race could cause increased friction allowing the hub to overheat, which could lead to premature failure, possibly resulting in a separation of the hub from the axle, increasing the risk of a crash.

***Recall
Remedy***

A Highland dealer will inspect the axle assembly for the correct specifications of the hub-drum and backing plate. If not to Dexter specifications, the axle will be replaced free of charge. The recall inspection will take approximately 30 minutes. Axle replacement will take approximately 1 hour

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

Please contact a Jayco dealer as soon as possible to set an appointment for the Recall Remedy.

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 Customer Service Department at 877-288-8400. 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 Towables

