



Highland
RIDGE RV

STARCRAFT

Safety Recall: 18V-460
Release Date: 10-16-2020

IMPORTANT SAFETY RECALL SECOND NOTICE
This Notice Applies to Your Recreational Vehicle 1UJBJSBS2J1VF0145

Dear Valued Customer:

Our records show that Recall 18V-460 remains open on this recreational vehicle. Please contact an authorized Dealer as soon as possible to set an appointment. If the Remedy was performed, please complete and return the Reply Form on the back of this letter to update our records.

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 2019 Octane T32H "VH" and T30F "VF" travel trailers.

***Reason for
this recall***

The exhaust pipe for the generator may be missing. Exhaust from the generator may enter the travel trailer and create a life threatening condition for occupants..

***Recall
Remedy***

Step One: Inspection of the generator to validate if exhaust pipe is in place. When required Step Two: Installation of the exhaust pipe to the generator. **DO NOT USE THE GENERATOR UNTIL THE EXHAUST PIPE IS INSTALLED.**

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

Please contact an authorized Dealer as soon as possible to schedule an appointment. The Recall Remedy is free of charge and will take approximately 30 MINUTES to complete.

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 our Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact NHTSA. To submit a written complaint contact 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>.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Compliance Management