



Highland
RIDGE RV



IMPORTANT SAFETY RECALL

Safety Recall: 19V-690
October 2019

Dear Valued Dealer:

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 Model Year 2019 and 2020 Jay Feather HY travel trailers, model X19H (JH).

***Reason for
this recall***

The handle on the emergency window is incorrect. The incorrect handle interferes with and prevents the window from opening to the extent required for occupant/s to exit. The inability to utilize the emergency window to vacate the trailer increases the risk of personal injury or death

***Recall
Remedy***

Replace the original handle (black/triangular shaped) with the correct handle (red/Z shaped). The correct handle shipped with this notification letter.

All pertinent information regarding this recall is available under the Service and Parts Tab of our Website. If you need further assistance, please Contact Customer Service at 800-283-8267.

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

Our records show the following unit is affected by this recall and is currently part of the inventory at your Dealership. The Recall Remedy must be completed on this unit **prior** to customer delivery.

VIN

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. In addition, please register the unit by submitting the Warranty Registration.

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

Sincerely,
Jayco Towables