



Highland
RIDGE RV



Safety Recall: 19V-700
November 2019

IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle

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, exists in certain Model Year 2019 Eagle travel trailers, Eagle and Eagle HT fifth wheels.

***Reason for
this recall***

The over the range microwave/vent hood combination does not vent to the outside of the trailer. Operating the range without proper ventilation, may not provide an adequate exchange of fresh air. This could lead to a build-up of carbon monoxide inside the trailer, which could result in carbon monoxide poisoning or asphyxiation.

***Recall
Remedy***

Modify the vent hood to vent to the outside of the trailer.

***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 should take approximately ninety 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 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