



**Highland**  
RIDGE RV

**STARCRAFT**

Safety Recall: 19V-846  
Release Date: 10-16-2020

**IMPORTANT SAFETY RECALL    SECOND NOTICE**  
**This Notice Applies to Your Recreational Vehicle 0J1CL8072**

Dear Valued Customer:

*Our records show that Recall 19V-846 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, exists in certain Model Year 2018-2020 Entegra, Qwest Class C Motorhomes.

***Reason for  
this recall***

The hanger supports for the propane tank may fail without warning due to incorrect material and improper welds. Hanger failure could allow the tank to drop under the coach during transit, increasing the risk of an accident and a fire hazard. To reduce the risk of failure, until this recall is complete; do not fill LP tanks beyond 50%.

***Recall  
Remedy***

Installation of additional support brackets to reinforce the propane tank hangers.

***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 800-517-9137. 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