



<p>Safety Recall: 20V-336 Jayco Towables 20V-337 Jayco Motorized 20V-338 Highland Ridge</p> <p>June 2020</p>
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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.

Jayco has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2020 Motorized and Towable products.

Reason for this recall

The adhesive bond between the glass and the metal hinge frame of the LCI 3000 Series frameless windows may fail and allow the glass to detach and fall out. If the window glass detaches while the vehicle and/ or trailer is in transit, it could become a projectile increasing the risk of a crash with personal injury and/or property damage.

Recall Remedy

A Jayco Dealer will inspect ALL LCI 3000 series crank out vent and egress windows for proper adhesive bond strength where the glass meets the hinged frame. When the glass shows evidence of separation (not adhering), replacement is required. ***If this repair was completed under the previously published TSB 20-009, no further action is required under this Recall.***

What we need you to do

Please contact a Jayco Dealer, as soon as possible, to schedule an appointment. The Recall Remedy is **free of charge**. While the inspection of the windows will take approximately 30 minutes, if new glass is required, the dealer must order the glass for later installation.

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>.

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,
Compliance Management