



November 2021

Safety Recall: Jayco NHTSA # 21V-685    Highland Ridge NHTSA# 21V-686    Starcraft RV NHTSA # 21V-687

**IMPORTANT SAFETY RECALL**

<<VIN>>

<<NAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<Zip>>

Dear Valued Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Jayco Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2017 to 2022 travel trailers and fifth wheels. Jayco: Eagle, Jay Feather, Jay Flight, North Point, Octane, Pinnacle, Seismic, Talon, Whitehawk; Starcraft: Autumn Ridge, Super Lite, Telluride; Highland Ridge: Mesa Ridge, Olympia, Open Range, Silverstar.

**Reason for this recall**

Certain Winntec model 6020 two-stage propane regulators installed on these recreational vehicles may supply elevated, intermittent or low propane pressure to the appliances due to a second stage valve seat that can fail to regulate propane flow and pressure. An increase in propane pressure could cause the flame of the appliance to become larger and, under certain rare circumstances, may ignite adjacent materials resulting in a fire. Appliances that could be affected by an excessive flame are the stovetop, oven, hot water heater, furnace and refrigerator. An increase in propane pressure would also cause the regulator to vent propane continuously through the pressure relief valve. In an enclosed area or under certain conditions, the vented propane could accumulate at the front of the recreational vehicle and if ignited could result in a fire or explosion.

We apologize for any inconvenience, but parts to complete the repair are not currently available. We are working hard to overcome the regulator supply challenges accompanying this recall. Four different regulator manufacturers received significant orders to support the recall. We are flying in orders to get them in our hands as quickly as possible. Despite our efforts, the regulator supply constraints will delay repairs. When parts become available, we will send another letter to retail owners asking them to contact their dealer to arrange a service appointment to remedy the recall.

**Recall Remedy**

Once parts become available, the remedy consists of removing and replacing the propane regulator with a different brand and performing standardized LP System Checks. The repair should take less than an hour to perform and must be done at no cost to the retail owner.

**What we need you to do**

We told retail owners to contact their local dealership with a picture of the regulator body showing the date code stamped on the regulator. The recall is specific to regulators manufactured between 2017 and 2020. The dealer will validate if the regulator on the vehicle is part of the recall or not. If the regulator is not part of the recall, file a claim for inspection only. The recall on the unit will be considered complete once we pay your claim for the inspection. If the regulator requires replacement, the dealership will place an order for that VIN with Jayco. **We are not accepting bulk orders for regulators due to the current supply limitations. We have made an exception and will allow dealers to use the "Parts-Off-The-Shelf" program. The locally purchased part cannot be a Winntec, Winnspec, Enerco or Mr. Heater product. Fairview, YSN, Marshall or Cavagna regulators should be used. You must submit a receipt which shows the brand of the replacement regulator.**

Once you receive the parts from Jayco to complete the recall remedy, you will contact the retail owner to schedule an appointment to perform the recall.

Retail owners can eliminate any potential risk to safety by turning off the propane bottles until the remedy is completed. If they notice their stove, oven, hot water heater, furnace or refrigerator flame height is unusually large or small, or if you hear or smell LP gas at the front of the vehicle from the regulator they should turn off the propane bottles until the remedy is completed.

**Federal law requires the recall remedy to be completed on this unit prior to customer delivery. If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit by submitting the Warranty Registration information.** 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

