



Safety Recall: Jayco NHTSA # 21V-425 September 2023
Starcraft RV NHTSA # 21V-431
Highland Ridge NHTSA# 21V-430

IMPORTANT SAFETY RECALL - SECOND NOTICE

This Notice Applies to Your Recreational Vehicle <VIN>

<<Owner_name>>
 <<Street>>
 <<City>>, <<State>> <<Zip>>

Dear Valued Customer:

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 2021 travel trailers and fifth wheels: Jayco: Designer, Eagle, Jay Feather, Jay Flight, North Point, Octane, Pinnacle, Whitehawk; Starcraft: AR-One, Autumn Ridge, Avalon, GPS, Launch, Mossy Oak, Solstice, Super Lite, Telluride, Travel Star; Highland Ridge: Mesa Ridge, Open Range, Silverstar.

This is a follow up to a previous letter we mailed regarding this recall. Our records show that this recall has not been completed on your vehicle.

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.

Recall Remedy

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 will be done at no cost to you. The recall is specific to regulators manufactured between 2017 and 2020. If the regulator requires replacement, the dealership will place an order for your VIN with Jayco.

What we need you to do

Please contact an Authorized Dealer as soon as possible to schedule an appointment to have this remedy completed. You can eliminate any potential risk to safety by turning off the propane bottles until the remedy is completed. If you notice your 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 you should turn off the propane bottles until the remedy is completed.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please contact Jayco Customer Service at 800-283-8267.

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. Submit an email to service@jayco.com including your name, address, VIN, recall number, and a clear, legible receipt showing the identification of the product that was recalled.

Please contact Jayco Customer Service at 800-283-8267 if you are unable to have the remedy performed without charge. 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>.

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

Sincerely,
 Compliance Management

