



<p><b>Safety Recall: NHTSA # 22V-573</b>  <b>August 2022</b></p>
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**IMPORTANT SAFETY RECALL**

**This Notice Applies to Your Recreational Vehicle «unit serial »**

Name  
 Address  
 City, St. 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 Highland Ridge model year 2022 Mesa Ridge, Mesa Ridge S-lite, Mesa Ridge XLT, Olympia, Olympia Lite, Olympia Sport, Open Range, Open Range Light, Open Range Roamer, Range Lite, Range Lite Air, Silverstar, Silverstar S-Lite, and Silverstar XLT travel trailers and fifth wheels.

***Reason for this recall***

Separation of a welded seam at the awning fabric to coach interface. The awning fabric could detach from the coach rail and remain attached to the awning frame. This could allow the awning to drop and extend beyond normal operation. An awning that drops or extends beyond normal operation can increase the risk of injury.

***Recall Remedy***

Remedy consists of an inspection, repair, or replacement of the awning fabric. The remedy is free of charge and will take approximately 1 hour to complete.

***What we need you to do***

Please contact a Highland Ridge or a Jayco certified repair facility and schedule an appointment for this remedy.

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 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](mailto:service@jayco.com) including your name, address, VIN, recall number, and a clear, legible receipt showing the identification of the product that was recalled.

If your dealer does not remedy this condition at no charge, 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>.

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

Sincerely,  
 Compliance Management  
 Jayco Inc. Towable Division