



IMPORTANT SAFETY RECALL

September 2023
Highland Ridge: 23V-548
Starcraft RV: 23V-547

«Name»
«Address»
«City», «State» «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 exits in certain Highland Ridge model year 2023-2024 Range Lite Air and Starcraft model year 2023 Super Lite Maxx travel trailers.

Reason for this recall

Certain travel trailers were built with no secondary means of escape. If there is no secondary means of escape it may impair the ability to quickly exit the travel trailer should an adverse event occur which may increase the risk of an injury or death.

Recall Remedy

Dealer to inspect the unit for an emergency egress window at the slide-out above the sofa. If there is no emergency egress window the dealer will replace the standard window with an emergency egress window. The remedy will take approximately 1 hour to complete and must be performed free of charge to the retail owner.

What we need you to do

Our records show the following unit as affected by this recall, and as part of the current inventory at your Dealership.

VIN

Federal law requires the Recall Remedy be completed on this unit **prior** to customer delivery.

Please confirm the unit serial number requires the Recall Remedy using Unit Management in Jayco Partners. The instructions for the Recall Remedy are available under the Case Recall number in attachments.

If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit through Jayco Partners.

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 have any questions, please contact Jayco Customer Service at 800-283-8267 for assistance.

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

Sincerely,
Compliance Management
Jayco Inc. Towable Division