



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

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle <<VIN>>

<<Name>>
 <<Address>>
 <<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 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 will be performed free of charge.

What we need you to do

Please contact a Jayco Authorized Dealer as soon as possible to schedule an appointment to have this remedy 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.

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