



May 2024
 Highland Ridge: NHTSA # 24V-299
 Starcraft RV: NHTSA # 24V-300

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 exists in certain Highland Ridge model year 2022-2023 Mesa Ridge TT, Mesa Ridge XLT FW, Open Range TT, Open Range Roamer FW, Silverstar TT, Silverstar XLT FW, and certain Starcraft model year 2023 GSL FW trailers.

Reason for this recall

The LED backlight circuit board in the cooktop range may fail, causing the board to overheat. A circuit board that overheats increases the risk of a fire.

Recall Remedy

Jayco Inc. Dealers will disconnect and cut the circuit powering the LED backlights and terminate the wiring. The remedy will take approximately 1/2 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. To locate a Jayco dealer go to www.jayco.com, www.highlandridgerv.com, starcraftrv.com and click find a dealer.

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