



Safety Recall: NHTSA # 24V-831  
December 2024

## 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 model year 2024 Jayco North Point and Pinnacle fifth wheels.

***Reason for  
this recall***

GE Appliances is recalling certain air conditioner models built with an ICM soft start device that may fail and overheat. An air conditioner soft start device that overheats increases the risk of a fire.

***Recall  
Remedy***

The remedy is currently under development. As an interim measure, Jayco Inc. dealers will remove the ICM soft start device from each of the air conditioners. The interim repair will take approximately 1-1 ½ hours to complete depending on the number of air conditioners installed in the trailer. The repair is free of charge.

**Note: Please retain all of the original soft start devices until a final remedy is available. You will receive another recall notice once the final remedy is available.**

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

Please contact a Jayco Inc. certified repair facility and schedule an appointment for this remedy. To locate a Jayco Inc. dealer go to [www.jayco.com](http://www.jayco.com). You can also call 800-283-8267.

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](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