



<p><b>Safety Recall: NHTSA # 25V-145</b>  <b>March 2025</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 certain Model Year 2024 Entegra Condor, Jayco Granite Ridge, 2025 Jayco Alante SE, Redhawk SE, and Entegra Odyssey SE motorhomes fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120, "Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR more than 4,536 kilograms (10,000 pounds)".

**Reason for this recall**            The weight information listed on the Occupant and Cargo Carrying Capacity (OCCC) label may be incorrect and allow the vehicle to be overloaded. An overloaded vehicle increases the risk of a crash.

**Recall Remedy**                Remove the incorrect Occupant and Cargo Carrying Capacity (OCCC) label and attach the new correct label. The remedy will take approximately 15 minutes to complete. The recall remedy is free of charge.

**What we need you to do**        You can install the correct label on your motorhome or you can contact an authorized Jayco Inc. dealer and schedule an appointment to have them install the label for you. To locate a Jayco Inc. or Entegra Coach dealer go to [www.jayco.com](http://www.jayco.com) or [www.entegracoach.com](http://www.entegracoach.com). You can also call 800-283-8267. The correct labels and installation instructions are enclosed in this letter.

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. Motorized Division



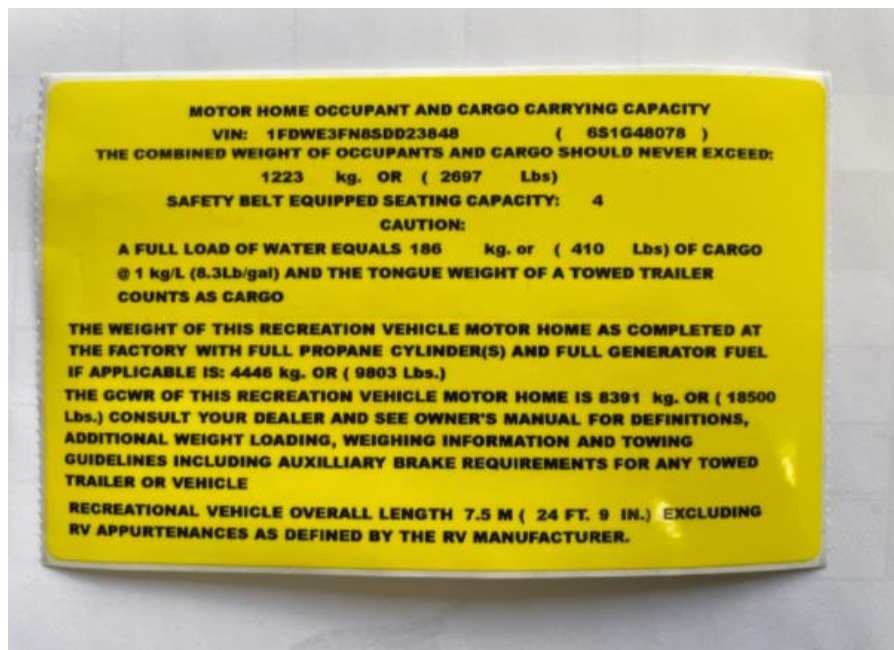
## IMPORTANT SAFETY RECALL CAMPAIGN

NHTSA # 25V-145

### Remove existing label

1. There are two locations for the Occupant and Cargo Carrying Capacity Labels. On the Class C Models one label will be affixed on the Driver side door B' pillar and the other label will be affixed inside of the entry door. On the Class A model (Alante SE) one label will be affixed on the interior wall located to the left of the driver seat and the other label will be affixed inside of the entry door.
2. Remove the existing labels. Using isopropyl alcohol and a shop rag, remove any adhesive residue from the surface where the original labels were removed.
  - a. Allow the area to dry for at least 30 seconds.

*The Occupant and Cargo Carrying Capacity label below is only an example of the label you are to replace.*



Occupant and Cargo Carrying Capacity Label

### Apply new label

1. Remove the protective back from the new labels. Align the new labels in the same location of the original labels and apply it to the surface. Remove any air bubbles from the labels.
  - a. Note: Do not attempt to remove or adjust the label once it has touched the surface. Doing so may damage the labels or cause it not to adhere properly to the surface.

If a label is damaged or will not properly adhere to the surface, please request a new label at [compliance@jayco.com](mailto:compliance@jayco.com) and we will send a new label.