



<p>Safety Recall: NHTSA # 25V-265 May 2025</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 Highland Ridge model year 2025 Go Play travel trailers fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims" and the requirements of 49 CFR Part 567, "Certification."

- Reason for this recall*** The certification and tire information labels may have the incorrect Gross Axle Weight Rating (GAWR) and state the incorrect tire and rim size. Incorrect weight and tire size information can result in an overloaded trailer, increasing the risk of a crash.
- Recall Remedy*** Remove the incorrect certification and tire information labels, and attach the new correct labels. The recall remedy is free of charge. The remedy will take approximately 15 minutes to complete.
- What we need you to do*** You can install the correct labels on your Recreational Vehicle or you can contact an authorized Jayco Inc. dealer and schedule an appointment to have the labels installed. The correct labels and instructions are enclosed in this letter. To locate a Jayco dealer go to www.jayco.com or go to www.highlandridgerv.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

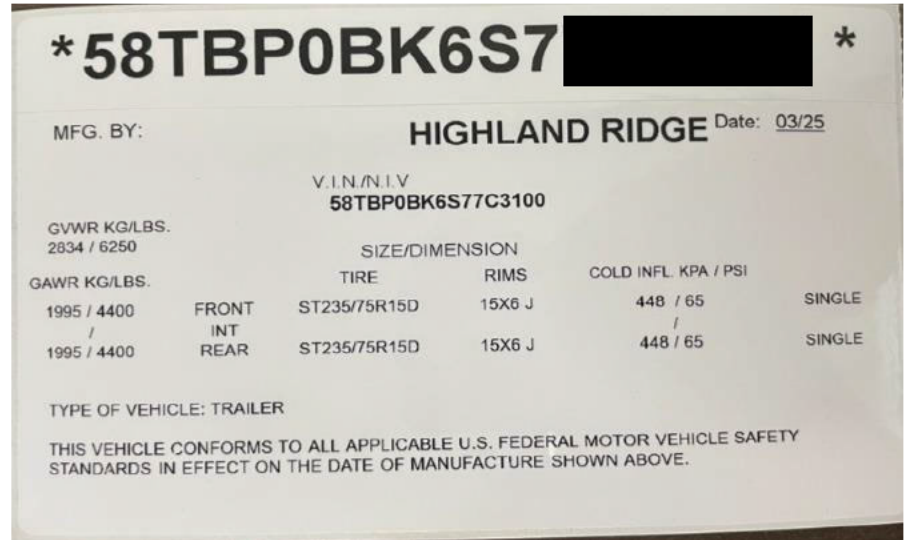


IMPORTANT SAFETY RECALL CAMPAIGN

NHTSA # 25V-265

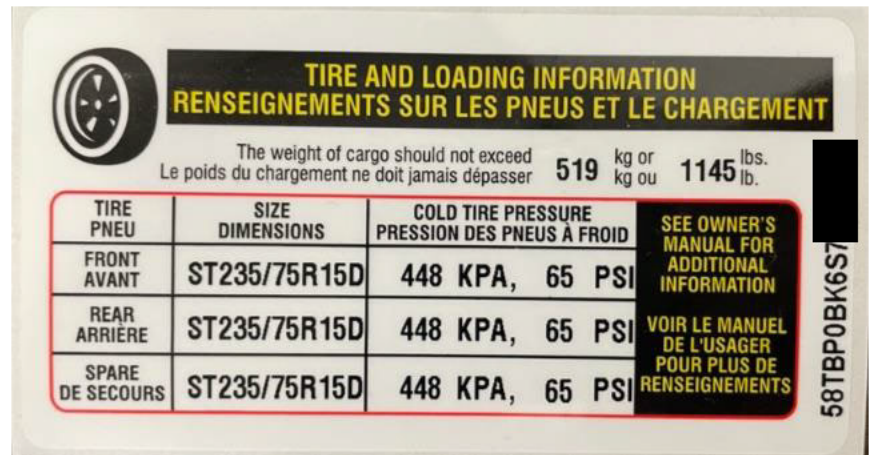
Remove existing labels

1. The location of the Certification and Tire and Loading Information labels will be on the front off door side of the travel trailer.
2. Remove the existing label. Using isopropyl alcohol and a shop rag, remove any adhesive residue from the surface where the original label was removed.
 - a. Allow the area to dry for at least 30 seconds.



Certification Label

The certification label and Tire and Loading Information labels are only an example of the labels you are to replace.



Tire and Loading Information label

Apply new labels

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