



<p>Safety Recall: NHTSA # 25V-675 November 2025</p>
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**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 model year 2026 Heartland Bighorn and Jayco North Point fifth wheel trailers.

<b><i>Reason for this recall</i></b>	The murphy bed mechanism may fail, causing the bed to fall unexpectedly. A murphy bed that falls increases the risk of injury or death.
<b><i>Recall Remedy</i></b>	Jayco Inc. dealers will replace the murphy bed mechanism with a newly designed mechanism, free of charge. The remedy will take approximately 1 ½ hours to complete.
<b><i>What we need you to do</i></b>	Please contact a Jayco Inc. certified repair facility and schedule an appointment for this remedy. To locate a Jayco Inc. dealer go to <a href="http://www.jayco.com">www.jayco.com</a> . To locate a Heartland RV dealer go to <a href="http://www.heartlandrvs.com">www.heartlandrvs.com</a> . You can also call Jayco Inc. customer service at 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