



Occupant and Cargo Carrying Capacity Label - Incorrect Weight Information

Bulletin Type:	Recall	Publication Date:	March 2025
Bulletin #(s):	25V-145 US	Make(s):	Jayco, Entega Coach
Job Code(s):	9903622	Model(s):	Condor, Odyssey SE, Alante SE, Granite Ridge, Redhawk SE
Flat Rate(s):	9903622 - 0.3 Hr. Labor - Replace OCCC Labels	Model Year(s):	2024-2025

Incident:	Weight information listed on the Occupant and Cargo Carrying Capacity (OCCC) label is incorrect due to a weight scale malfunction.
Affected Units:	2024-2025 Jayco Alante SE, Granite Ridge, Redhawk SE, 2024-2025 Entegra Coach Condor, Odyssey SE
Part:	Part: Occupant and Cargo Carrying Capacity Labels are enclosed in Owner/Dealer notification letter
Misc. Tools & Supplies:	Isopropyl alcohol Shop rag
Parts Return Information:	N/A

REPLACE OCCUPANT AND CARGO CARRYING CAPACITY LABELS

Remove existing labels

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 labels

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 labels once it has touched the surface. Doing so may damage the labels or cause them 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.

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law.

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