



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

April 29, 2026

26V267

Troy Niswonger
Jayco, Inc.
903 South Main Street
Middlebury, IN 46540

Subject: The Water Heater May be Missing the Mixing Valve

Dear Troy Niswonger:

This letter serves to acknowledge Jayco, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ENTEGR/CONDOR/2026
JAYCO/GRANITE RIDGE/2026

Mfr's Report Date: April 28, 2026

NHTSA Campaign Number: 26V267

Components:

EQUIPMENT:APPLIANCE:ELECTRIC WATER HEATER

Potential Number of Units Affected: 35

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2026 Entegra Condor and Jayco Granite Ridge motorhomes. The tempering mixing valve may not have been installed on the water heater.

Consequence:

The water could reach scalding temperatures without the mixing valve, increasing the risk of injury.

Remedy:

Owners are advised to turn on the cold water first until the repairs are complete. Dealers will install the valve, free of charge. Owner notification letters are expected to be mailed May 28, 2026. Owners may contact Jayco customer service at 1-800-283-8267. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning May 28, 2026.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Jayco, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement