Safety Recall: 26V-710
November 3, 2026

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle VIN

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 a defect, which relates to motor vehicle safety, exists in certain model year 2024 Heartland Torque, Cyclone, Bighorn & 2022 – 2023 Heartland Gravity, Road Warrior recreational trailers.

Reason for this recall	The affected population was identified by the presence of a wire harness used to supply 12-volt DC power to certain furniture assemblies containing undersized wiring connected to a 15-amp DC general-purpose circuit. If the furniture wiring becomes pinched or shorted, shorted wiring can lead to an increased risk of personal injury or fire.
Recall Remedy	The remedy consists of replacing the harness with an updated version that incorporates a 7.5-amp fuse, providing overcurrent protection for the wiring in the event of a direct short circuit. The remedy will be free of charge to the consumer and will take approximately 18 minutes if the inspection confirms that the 12V cord needs to be replaced.
What we need you to do	Please turn off/unplug the 12v power from the furniture until recall repairs have been performed. Please contact a Jayco Inc. certified repair facility and schedule an appointment for this remedy. To locate a Heartland repair facility go to https://heartlandrvs.com/. You can also call 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.

If you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition please contact our Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge, 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: 1-800-424-9171): or go to http://www.safercar.gov.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,

Compliance Management
Jayco Towable Division