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**Generations of family fun.**

Safety Recall: Jayco NHTSA# 21V-425 TC#2021-367  
Highland Ridge NHTSA# 21V-430 TC#2021-369  
Starcraft RV NHTSA# 21V-431 TC#2021-368

8/23/2021

## IMPORTANT SAFETY RECALL (UPDATE)

<<Name>>  
<<Address>>  
<<City>>, <<State>> <<Zip Code>>  
<<Country>>

This notice applies to your vehicle: <<VIN>>

Dear Valued Customer:

Previously, you received notification of this recall and a copy of that notification on the back. As we continue taking care of our customers through the Winntec model 6020 two stage propane regulator recall, I wanted to give an update on how the recall is proceeding and address some questions customers have been asking Jayco.

Jayco is working hard to overcome the regulator supply challenges that accompany this recall. We have engaged four different manufacturers and placed significant orders with each to support the recall. Despite our efforts, the regulator supply constraints will likely mean extended lead-times in the field to accommodate customers affected by the recall.

As Jayco works to have parts available, please contact your local dealership with a picture of the regulator body showing the date code stamped on the regulator. The recall is specific to the regulator manufacturer's date of manufacturing. They will be able to validate if the propane regulator on your unit is part of the recall or not. If the regulator is not part of the recall, they will communicate the results and the recall on your unit will be considered complete. If the regulator does require replacement, the dealership will place an order for your VIN with Jayco. When the dealership receives the parts from Jayco to complete your recall repair, they will contact you to schedule an appointment to perform the recall. Please, do not take your unit to the dealership at this time as they do not have parts to fulfill the repair requirements. Follow the instructions as listed above to schedule an appointment.

Until parts and service become available, you can eliminate any potential risk to safety by turning off the propane bottles until the recall remedy is performed. If you choose to continue to use your RV, please pay attention to any irregularities when using propane including (1) the cooktop flame height is too large or too small, (2) a venting sound at the regulator or a strong smell of propane, (3) a larger than normal flame height at the burner tubes in the furnace, water heater, or refrigerator. If any of these situations occur please discontinue the use of the RV until the recall remedy is performed. Also, do not leave any propane appliance unattended during operation. Once you receive notification of parts availability from your dealership, they will schedule an appointment with you to have your Winntec Model 6020 regulator and pigtails replaced. The labor time to perform this correction is approximately 1 hour.

Thank you for your attention and cooperation in this matter.

Sincerely,

Steve Claude  
Vice President Corporate Customer Service





**Safety Recall: Jayco NHTSA # 21V-425 August 2021**  
**Starcraft RV NHTSA # 21V-431**  
**Highland Ridge NHTSA# 21V-430**

**IMPORTANT SAFETY RECALL**

**This Notice Applies to Your Recreational Vehicle <<VIN>>**

<<Name>>  
 <<Address>>  
 <<City>>, <<State>> <<Zip>>  
 <<Country>>

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 2017 to 2021 travel trailers and fifth wheels: Jayco: Designer, Eagle, Jay Feather, Jay Flight, North Point, Octane, Pinnacle, Whitehawk; Starcraft: AR-One, Autumn Ridge, Avalon, GPS, Launch, Mossy Oak, Solstice, Super Lite, Telluride, Travel Star; Highland Ridge: Mesa Ridge, Open Range, Silverstar.

- Reason for this recall**                      Certain Winntec model 6020 two-stage propane regulators installed on these recreational vehicles may supply elevated, intermittent or low propane pressure to the appliances due to a second stage valve seat that can fail to regulate propane flow and pressure. An increase in propane pressure, could cause the flame of the appliance to become larger, and under certain rare circumstances, may ignite adjacent materials resulting in a fire. Appliances that can be affected by an excessive flame are the stovetop, oven, hot water heater, furnace and refrigerator. An increase in propane pressure would also cause the regulator to vent propane continuously through the pressure relief valve. In an enclosed area or under certain conditions, the vented propane could accumulate at the front of the recreational vehicle and if ignited could result in a fire or explosion.
  
- Recall Remedy**                      Remedy consists of removing and replacing the propane regulator with a different brand and performing standardized LP System Checks. The repair should take less than an hour to perform and will be done at no cost to you.
  
- What we need you to do**                      Please contact an Authorized Dealer as soon as possible to schedule an appointment to have this remedy completed.

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 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 on that date or within three (3) days, please contact our Customer Service Department at 800-283-8267. If after contacting your dealer and Customer Service you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to 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>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

Sincerely,  
 Compliance Management

