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 (Serial Number)

«Owner_name»
«Street»
«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 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

RECALL NOTICE!