



**IMPORTANT SAFETY RECALL**

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

<<Name>>  
<<Address>>  
<<City>>, <<STATE>>, <<ZIP>>

Dear Valued Dealer:

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 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***

Our records show the following unit is affected by this recall, and is part of the current inventory at your Dealership.

<<VIN>>

Before placing an order for the Recall Parts Kit you will need to confirm the unit serial number requires the Recall Remedy using Unit Management in Jayco Partners and validate the Manufacturing Date Code on the LP Regulator. The Instructions for the Recall Remedy are available under the Case Recall attachments.

**Federal law requires** the Recall Remedy completed on this unit **prior** to customer delivery.

**If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit by submitting the Warranty Registration information.** 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, our Customers' safety is our most important priority.

Sincerely,  
Compliance Management