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8/16/2021

To: All Jayco Inc. Partners

Topic: Regulator Recall (21V-430HR, 21V-431SC, 21V-425JT) Update

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 dealers 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 while at the same time doing all we can to source regulators for increased production and retail demand. Despite our efforts, the regulator supply constraints will likely mean extended lead-times in the field to accommodate customers affected by the recall.

To expedite product overseas, we are flying in the orders to get them in our hands as quickly as possible. As we get regulators, the priority of filling orders is the oldest model units first. The reason for this is that the potential failure mode is degenerative over time, so we are managing distribution based on possible risk. Due to current supply limitations, we are **not** accepting bulk orders for regulators. You must order VIN specific.

As customers are reaching out to your dealerships for completing the recall, I recommend the following Steps:

1. Customer calls in for an appointment
2. Ask customer to take a picture of the regulator and send to you so you can validate the manufacturing date on the regulator is in the recall
3. If it is not part of the recall, let the customer know they are not part of the recall based on the production date of the recall and submit a claim against the unit for the recall to get reimbursed for the inspection only portion of the claim. This will close the active recall on that unit.
4. If the regulator is part of the recall, tell the customer you are ordering the regulator and will schedule them to replace the regulator once you have an ETA for delivery. This will control time out of service and units sitting on your lot for lengthy periods of time as supply demands are filled.
5. Part arrives at dealership, schedule repair with customer and file claim with Jayco Inc. for recall complete.



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Dealerships have been reaching out to us asking if they can use the “Parts-Off-The-Shelf” program to fulfill the recall requirement. Our practice for recalls have been that the parts must be supplied by Jayco Inc. in order to ensure the product going on the unit meets the recall requirements. Effective immediately, we are making an exception to this policy with the following instructions to help take care of Customers quicker.

1. The locally purchased part **cannot** be a Winntec or Winnspec product.
2. The product **can be** a Fairview, YSN, Marshall, or Cavagna regulator
3. For the approval of using one of these regulators, you must submit a Pre-auth under the applicable recall (referenced in Topic above)
4. With the pre-auth we will require a picture and receipt of the replacement regulator to validate it is not a Winntec or Winnspec product.
5. Any submission of a pre-auth or claim with a Winntec or Winnspec regulator will be denied as the product does not meet the requirements of the recall.

The purpose of this change is to help take care of customers as quickly as possible using a resources available. Because we need validation of the manufacturer of the regulator, the “no receipt requirement under \$40” is not valid for this exception. A receipt and picture is required.

We want to thank each of you for supporting our customers and working with us through this recall. Any feedback is appreciated to help us guide our way through this issue.

Sincerely,

Steve Claude
Vice President Corporate Customer Service



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