



Highland
RIDGE RV



IMPORTANT SAFETY RECALL

Safety Recall: 21V-529

August 2021

«Dealer_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 2019-2021 Anthem, Aspire, Cornerstone, Insignia, Reatta, and Embark recreational vehicles equipped with Hehr 6400 series windows.

***Reason for
this recall***

The adhesive bond between the glass and the frame of the LCI 6400 Series frameless windows may fail. Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

***Recall
Remedy***

Remedy consists of inspecting ALL LCI 6400 series windows with a gauge tool for proper adhesive bond strength where the glass meets the frame. If the glass shows evidence of separation (not adhering), replacement window vent(s) is required.

***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>>

Confirm that the unit serial number requires the recall remedy using Unit Management in Jayco Partners. The Instructions for the recall remedy are available under the Case Recall attachments. Case Recall 21V-529 (US) and 2021-440 (CN).

Note: Your service manager will receive an inspection gauge kit: part number 2021094575 in the mail within a few days of this notification. If you do not receive the gauge kit before the customer's appointment still proceed with the scheduled appointment as we are providing our customers with the inspection gauge kit as well.

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