



Safety Recall: 21V-529

August 2021

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «vin»

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

<i>Reason for this recall</i>	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.
<i>Recall Remedy</i>	A Jayco dealer will inspect 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.
<i>What we need you to do</i>	Please contact a Jayco Dealer to schedule an appointment. The Recall Remedy is free of charge . While the inspection of the windows will take approximately 30 minutes, if new glass is required, the dealer must order the glass for later installation.
	Note: You will receive an inspection gauge kit: part number 2021094575 in the mail within a few days of this notification. Please take this gauge kit to your scheduled service appointment. If you do not receive the gauge kit before your scheduled appointment, still proceed with the scheduled appointment as we are providing our dealers with the inspection gauge kit as well.

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 please contact our Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge you may want to contact NHTSA. To submit a written complaint contact 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