



**November 2021**

**Safety Recall: Jayco NHTSA # 21V-685    Highland Ridge NHTSA# 21V-686    Starcraft RV NHTSA # 21V-687**

**IMPORTANT SAFETY RECALL**

**This Notice Applies to Your Recreational Vehicle <<VIN>>**

<<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 year 2017 to 2022 travel trailers and fifth wheels. Jayco: Eagle, Jay Feather, Jay Flight, North Point, Octane, Pinnacle, Seismic, Talon, Whitehawk; Starcraft: Autumn Ridge, Super Lite, Telluride; Highland Ridge: Mesa Ridge, Olympia, 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 could 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.

We apologize for any inconvenience, but parts to repair your vehicle are not currently available. We are working hard to overcome the regulator supply challenges accompanying this recall. Four different regulator manufacturers received significant orders to support the recall. Despite our efforts, the regulator supply constraints will delay the repair of your vehicle. When parts become available, we will send you another letter asking you to contact your dealer to arrange a service appointment to remedy the recall.

***Recall Remedy***

Once parts become available, the 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 do not take your vehicle to the dealership at this time as they do not have parts to fulfill the repair requirements. You should contact your local dealership with a picture of the regulator body showing the date code stamped on the regulator. The recall is specific to regulators manufactured between 2017 and 2020. The dealer will validate if the regulator on your vehicle is part of the recall or not. If the regulator is not part of the recall, they will communicate the results and the recall on your unit will be considered complete. If the regulator requires replacement, the dealership will place an order for your VIN with Jayco. When the dealership receives the parts from Jayco to complete your recall remedy they will contact you to schedule an appointment to perform the recall. You can eliminate any potential risk to safety by turning off the propane bottles until the remedy is completed. If you notice your stove, oven, hot water heater, furnace or refrigerator flame height is unusually large or small, or if you hear or smell LP gas at the front of the vehicle from the regulator you should turn off the propane bottles until the remedy is completed.

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.

Please contact Jayco Customer Service at 800-283-8267 if you are unable to have the remedy performed without charge. If after contacting your dealer and Customer Service you are not able to have the safety defect remedied without charge, 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

