



November 2021

Safety Recall: Jayco NHTSA # 21V-762 Highland Ridge NHTSA# 21V-764 Starcraft RV NHTSA # 21V-763

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «unit serial »

«NAME»

«ADDRESS»

«CITY», «ST» «ZIP»

Dear Valued Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Jayco has decided that a defect which relates to motor vehicle safety exists in certain 2021 Jay Feather, 2021-2022 Jay Flight SLX, 2021-2022 Autumn Ridge Outfitter and 2021 Open Range travel trailers.

Reason for this recall

The flame on the cooktop will invert when the furnace is running. The cooktop is installed in a cabinet that is not sealed from the furnace area. When the furnace and the cooktop are operated at the same time the cooktop burner flame can invert leading to an increased risk of personal injury or fire.

Recall Remedy

Remedy consists of adding sealant and plywood panels to seal the area around the gas line hose and the area adjoining the cooktop. The remedy will be performed free of charge to you and will take approximately 45 minutes to complete.

What we need you to do

Please contact a Jayco certified repair facility and schedule an appointment for this remedy. **CAUTION:** Do not use the cooktop and the furnace at the same time 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. For more information, contact Jayco Customer Service at 800-283-8267. A vehicle lessor receiving this notice must notify the lessee by first class mail within ten (10) days from receipt of this owner notification letter.

If your dealer does not remedy this condition at no charge, please contact our Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, 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>.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Compliance Management

