



Highland
RIDGE RV

STARCRAFT



2024 TOWABLE WARRANTY GUIDE

Warranty List

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WARRANTY & SERVICE

RECREATION VEHICLE USE

Jayco recreation vehicles are manufactured for use as temporary living quarters for recreation, camping and travel uses, all as defined by the bylaws of the Recreation Vehicle Industry Association (RVIA).

This recreation vehicle is not intended for use as a full-time residence or for commercial use. Commercial use means using the recreation vehicle as a business asset such as a mobile office or using the recreation vehicle for lease or rental purposes.

Jayco reserves the right to discontinue or change specifications or design at any time without notice and without incurring any obligation whatsoever. Recreation vehicles built for sale in Canada may differ to conform to Canadian Codes.

OPTIONS AND EQUIPMENT

Jayco recreation vehicles are available in several sizes and models, so accessories and components may differ slightly between models. Some equipment described in this manual may not apply to your recreation vehicle.

Jayco reserves the right to discontinue or change specifications or design at any time without notice, and to make additions or improvements without incurring any obligations upon itself to install these changes on its products previously manufactured. Recreation vehicles built for sale in Canada may differ to conform to Canadian Codes.

DEALER RESPONSIBILITY

At the time of sale of the new recreation vehicle, your Jayco dealer is expected to:

- Deliver your recreation vehicle in the best condition possible. Your recreation vehicle must pass the dealer's pre-delivery inspection (PDI), including all systems tests.
- Provide orientation of the recreation vehicle, its systems, components and operation.
- Request that you read all warranty information and explain any provision not clearly understood.
- Ensure you receive the Warranty Packet. Your dealer can assist you in completing the OEM warranty cards or registrations, and locate any required component model or serial numbers.
- Complete and return the "Warranty Registration and Customer Delivery Form" to Jayco within 10 days of delivery to activate the applicable warranty coverage.

The Limited Warranty is activated only after Jayco receives a signed and dated "Warranty Registration and Customer Delivery Form" from your dealer.

CUSTOMER RELATIONS

Jayco has empowered its dealers to make warranty and repair decisions.

If a special circumstance occurs that requires information from Jayco, we have asked your dealer's service management to make the contact on your behalf. This is why you should always talk to your dealer's service management first.

Please provide the following information when contacting us for assistance:

- Customer name and current location.
- Phone number where you can be reached.
- 17-digit chassis Vehicle Identification Number (VIN) or 9-digit Serial.
- Your date of purchase.
- If applicable, the component description, serial number and model number.
- A detailed description of the concern.
- The name of your selling dealer.
- If different from above, the contact information for the RV repair facility you are contacting Jayco to discuss.

ALTERATIONS AND WARRANTIES

Installations or alterations to the original equipment vehicle as distributed by Jayco are not covered by the Jayco Limited Warranty. The special body company, assembler, equipment installer or up fitter is solely responsible for warranties on the body or equipment and any alterations (or any effect of the alterations) to any of the parts, components, systems or assemblies installed by Jayco. Jayco is not responsible for the safety or quality of design features, materials or workmanship of any alterations by such suppliers.

EMERGENCY WARRANTY REPAIR

- Call 800-283-8267 or use our website dealer locator (Jayco.com/Dealers) to find an authorized Jayco dealer in your area. Contact them for an appointment; they will handle all warranty repair billing and returned parts for you.
- If you cannot locate an authorized Jayco dealer near you, ask the campground staff for referrals or check the internet. Or contact Jayco Customer Service or your selling dealer for assistance in locating a repair facility.
- Contact the RV repair facility to discuss your situation and make an appointment. Ask how their billing will be handled. They may choose to bill Jayco directly; otherwise, you are expected to pay them.
- Have the RV repair facility inspect your RV. Either they or you must call Jayco Customer Service to discuss applicable warranty coverage prior to any repair work being performed.
- Jayco Customer Service will issue an authorization number upon warranty repair approval and advise if any original parts need to be returned.
- Once Jayco Customer Service has issued an authorization number, the RV repair facility may begin actual repair to your RV.
- Inspect the completed repair work thoroughly. If you are not satisfied, communicate that immediately to the RV repair facility management. Make sure you are satisfied with the repair before you pay or leave the premises.
- For reimbursement, either you or the RV repair facility must send a copy of your itemized repair bill and all requested return parts

WARRANTY & SERVICE



by UPS (regular ground, freight pre-paid) within 60 days of the completed repair date.

To expedite processing your warranty claim, include your name, address, phone number, RV 17-digit VIN and authorization number. If returning parts, include a copy of your return freight bill.

FIND A JAYCO DEALER

Whether you're a veteran RV'er or new to the lifestyle, our network of dealers — many who have been with us for decades — are eager to help. Use the QR code at the right or visit Jayco.com/Dealers to find a dealer near you.



AFTER HOURS ASSISTANCE

If an authorized Jayco dealer is not located nearby, contact your selling dealer for assistance. If your dealer is closed, check with the campground staff or the internet for an RV repair facility. Have the item repaired and contact Jayco Customer Service immediately the following business day.

Failure to contact Jayco Customer Service, unauthorized or improper warranty repairs, or failure to return requested original parts may result in loss of reimbursements and/or loss of warranty.

JAYCO CONTACT INFO

Phone (toll-free): 800-283-8267

Phone (local): 574-825-0608

Fax (toll-free): 866-709-9139

Brochure Request: info@Jayco.com

Parts Email: parts@Jayco.com

Service Email: service@Jayco.com

Website: www.Jayco.com

Mailing Address:

Jayco, Inc.

Customer Service

P.O. Box 460

903 S. Main Street

Middlebury, IN 46540

Shipping Address:

Jayco, Inc.

Customer Service

100 Bontrager Drive

Bldg 42 Door 4220

Middlebury, IN 46540

WARRANTY & SERVICE

SUGGESTIONS FOR OBTAINING SERVICE

To help ensure your dealer provides the level of service you expect, here are some suggestions we would like to make:

Contact your dealer at once

Do not wait until you are ready to use your RV. Your dealer may not be able to service it immediately and/or the repair may require parts be ordered. The dealer's service department is busiest on Mondays, Fridays and before holidays.

Prepare for the appointment

If you are having warranty work performed, be sure to have the right papers with you. Take your warranty folder and have your vehicle information available. All work to be performed may not be covered by the warranty. Discuss additional charges with the service personnel.

Prepare a list

Provide your dealer with a written list of specific repairs needed. It is important that you provide any vehicle repair history to the dealer's service personnel. Keep a maintenance log of your vehicle's service history. This can often provide a clue to the current issue.

Be reasonable with your requests

If you leave a list with several items and you need your vehicle returned back by a specific time, discuss the situation with the dealer's service personnel and list your items in order of priority. This may include making a second appointment for work not completed or parts that the dealer may need to order.

Don't expect to look over the technician's shoulder

Please don't be offended if you are told you cannot watch the work being done. Some insurance requirements forbid admission of customers to the service area.

Inspect the work performed

Check out the service or repair job when you pick up your vehicle. Notify the dealer's service personnel immediately of any dissatisfaction. If you cannot return the vehicle immediately for repair, make an appointment as soon as possible. Be aware that all service shops require notification of any issues with their repairs within a specified time limit. Make sure you are familiar with their repair policies.



OBTAINING SERVICE AT OUR CUSTOMER SERVICE FACILITY

Should your recreation vehicle be in need of service, and your dealer recommends that the repairs be made at our Customer Service facility, your recreation vehicle may be returned to us with the following guidelines*:

- You or your dealer must make a confirmed appointment 60 days prior to dropping off the recreation vehicle at our Customer Service facility.
- The holding tanks must be emptied and rinsed. We have a dumping station available for customer use.
- The propane system (if so equipped) and all electrical systems must be shut down and turned off. We are not responsible for discharged batteries or propane tanks.
- During the appropriate season, please ensure the RV has been winterized.
- Unless prior approval has been obtained from our Customer Service facility, all personal items must be removed from the area where you are requesting service repair and the refrigerator emptied. We are not responsible for loss of food items.
- All transportation costs are the responsibility of the owner. You may need to arrange for alternative accommodations for some types of repairs. Please be prepared accordingly.

**Our Customer Service facility occasionally utilizes local independent repair facilities. Your vehicle may be referred to or repaired by one of these local repair facilities.*

OBTAINING SERVICE FOR SEPARATELY WARRANTIED ITEMS

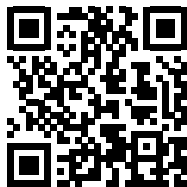
Your selling dealer is responsible for servicing your recreation vehicle before delivery, and has an interest in your continued satisfaction. We recommend your dealer perform all inspection, warranty and maintenance services. Some dealers may be authorized service centers for those OEMs whose products are warranted separately and excluded from the Limited Warranty.

PARTS AND ACCESSORIES

Contact your authorized dealer for assistance in obtaining replacement parts or accessories. We do not sell direct to retail or non-authorized dealers. If the original part is no longer available, we will make every effort to provide an appropriate substitute.

DISPUTE RESOLUTION PROGRAM (DRP-RV)

We strive to make sure our customers are satisfied with our products, and we encourage you to contact our Customer Service Department with any questions or issues. However, if you feel that we did not fulfill our warranty obligations, you may qualify for a no-cost, voluntary and independent Dispute Resolution Program. For more information visit the DRP-RV website: <https://www.demarsassociates.com/drp>



“Our space is now truly infinite because it includes the great outdoors.”

**-Jessica & Nico
[Colorado]**



WARRANTY & SERVICE

REPORTING SAFETY DEFECTS

In the United States: If you believe that your recreation vehicle has an alleged defect which could cause a crash or cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA), in addition to notifying our Customer Service Department.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign.

However, NHTSA cannot become involved in individual problems between you, your dealer or your vehicle manufacturer. For additional information, please refer to the NHTSA website at www.safercar.gov.

To contact NHTSA by phone:

Call the Department of Transportation (DOT) Vehicle Safety Hotline at 1-888-327-4236, and a NHTSA representative will record your complaint information.

(TTY: 1-800-424-9153 or 1-202-484-5238).

To Contact NHTSA by mail:

Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

In Canada: If you believe your vehicle has an alleged safety defect, you should contact Transport Canada and our Customer Service Department immediately.

To file a safety concern, you can complete an on-line form at <https://tc.canada.ca/en/road-transportation/defects-recalls-vehicles-tires-child-car-seats/report-potential-safety-defect-vehicles-tires-child-car-seats>, or call to speak with a defect investigator.

For additional information, please refer to the Transport Canada website at www.tc.gc.ca/recalls

To contact Transport Canada by phone:

1-800-DEFECTS

1-819-420-4300 (Ottawa-Gatineau area or internationally)

Toll free: 1-800-333-0510 (in Canada)

To contact Transport Canada by mail:

Transport Canada -ASFAD
330 Sparks Street
Ottawa, ON
K1A 0N5

www.tc.gc.ca/rappels

Téléphone: 819-994-3328 (dans la région de Ottawa-Gatineau et à l'extérieur du pays)

Sans frais: 1-800-333-0510 (au Canada)

Adresse postale :

Transports Canada -ASFAD
330, rue Sparks
Ottawa (Ontario) K1A 0N5

CUSTOMER RESPONSIBILITY

It is important you read and understand all instructions and precautions before operating the recreation vehicle. Even if you are an experienced RV'er we encourage you to thoroughly read this Owner's Manual, as well as the information contained in your Warranty Packet.

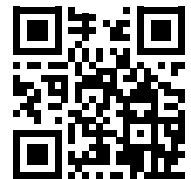
As technology advances, new improvements enter the RV industry every day, and each RV manufacturer has its own unique manufacturing process.

Familiarize yourself with the Limited Warranty applicable to your recreation vehicle. There are components that are excluded or warranted separately by their individual manufacturer's limited warranty (refer to the Warranty Packet).

As the new owner of the recreation vehicle, you are responsible for regular and proper maintenance performed in accordance with this manual and the OEM manuals. Regular and proper maintenance will help prevent conditions arising from neglect that are not covered by the limited warranty. It is your responsibility and obligation to return your vehicle to your dealer for repairs and service.

Register Your RV - Change of Ownership

Federal record keeping laws require that we maintain a file of owners of our products. Use the QR code at the right to fill out your online registration form for new owners or for change of ownership. Your help in filling out this form is greatly appreciated.



2024 HIGHLAND RIDGE TOWABLE LIMITED WARRANTY

WHAT AND WHO IS COVERED

This Limited Warranty covers only RVs sold in, and that remain in, the United States, U.S. Territories, and Canada, and used for the intended purpose of recreational travel and camping. If a substantial defect in material or workmanship, attributable to Highland Ridge is found to exist and is reported to Highland Ridge or an authorized servicing dealer during the applicable warranty period, it will be repaired or replaced, at Highland Ridge's option, without charge to the RV owner, in accordance with the terms, conditions and limitations of this limited warranty. This limited warranty applies to the first consumer purchaser of a new RV only. All rights and limitations within this warranty are applicable to the original owner of the RV only. You may contact an independent, authorized dealer for details.

LIMITATIONS, EXCLUSIONS AND DISCLAIMER OF IMPLIED WARRANTIES

ANY IMPLIED WARRANTY THAT IS FOUND TO ARISE BY WAY OF STATE OR FEDERAL LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR ANY IMPLIED WARRANTY OF FITNESS, IS LIMITED IN DURATION TO THE DURATION SET FORTH IN THIS LIMITED WARRANTY AND IS LIMITED IN SCOPE OF COVERAGE TO THE SCOPE OF COVERAGE OF THIS LIMITED WARRANTY. ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AS TO RVs OR COMPONENTS OF RVs EXCLUDED OR NOT COVERED UNDER THIS WARRANTY.

Highland Ridge makes no warranty of any nature beyond that contained in this limited warranty. Highland Ridge does not authorize any person to create any other obligation or liability for it regarding this RV, and Highland Ridge is not responsible for any representation, promise or warranty made by any dealer or other person beyond what is expressly stated in this limited warranty, and no one has the authority to enlarge, amend or modify this limited warranty. Any selling or servicing dealer is not Highland Ridge's agent, but an independent entity.

HIGHLAND RIDGE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY. BY WAY OF EXAMPLE, CONSEQUENTIAL DAMAGES INCLUDE FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE RV TO A SERVICING DEALER, HOTEL ROOMS, LOST WAGES AND MOISTURE DAMAGE SUCH AS MOLD AND MILDEW AS WELL AS RUST AND CORROSION. THIS EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE INDEPENDENT OF ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY WARRANTY, AND THIS EXCLUSION SHALL SURVIVE ANY DETERMINATION THAT THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY HAS FAILED OF ITS ESSENTIAL PURPOSE.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

THE PERIOD OF COVERAGE

The duration of the Limited Warranty is 1 year. The warranty period begins on the date that the RV is delivered to the first retail purchaser by an independent, authorized dealer of Highland Ridge, or, if the dealer places the vehicle in service prior to retail sale, on the date the RV is first placed in such service.

The term of this Limited Warranty is 3 years for substantial defects to any "Structure Components". Structure Components means

materials and/or workmanship directly attributable to Highland Ridge relating to the lamination of the fiberglass sidewall assembly, the lamination of the rear wall assembly, the lamination of the fiberglass front wall (wrap) assembly, sidewall/end wall/front and rear wall frame assembly (wood and aluminum), roof frame assembly (wood and aluminum), and floor frame assembly (wood and aluminum). Structure Components specifically excludes front and rear fiberglass caps and any other cosmetic fiberglass attachments, sidewall metal (unless the root cause is the wall structure); exterior roof material (EPDM rubber, TPO, etc.); floor covering (carpet, linoleum, hardwood tile, etc.); all sidewall, end wall, front and rear wall, roof and floor attachments, and delamination caused by water intrusion from lack of required exterior seal maintenance or other maintenance. Structure Components further excludes all items identified under "What is Not Covered" below

Highland Ridge reserves the right to have new or remanufactured parts of similar quality used to complete any work, and to make parts and design changes from time to time without notice to anyone. Highland Ridge reserves the right to make changes in the design or material of its products without incurring any obligation to incorporate such changes in any product previously manufactured. Highland Ridge makes no warranty as to the future performance of this RV, and this limited warranty is not intended to extend to the future performance of this RV, or any of its materials, components or parts. In addition, the RV owner's obligation to notify Highland Ridge, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Highland Ridge directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE

It is normal to expect some warranty service during the term of this Limited Warranty. To obtain warranty service the owner must do all of the following:

1. Notify an independent, authorized dealer of Highland Ridge, or Highland Ridge, of the substantial defect in material or workmanship attributable to Highland Ridge, within the warranty coverage period designated above;
2. Provide the notification mentioned in (1), above, within ten (10) days of when the owner discovered, or should have discovered, the substantial defect in material or workmanship attributable to Highland Ridge;
3. Promptly schedule an appointment with and take the RV to an independent, authorized dealer of Highland Ridge, or Highland Ridge, for repairs; and
4. Pay any freight or transportation costs, import duties, fees and all incidental expenses associated with obtaining warranty service.

If you need assistance you may contact Highland Ridge RV at 903 S. Main Street, P.O. Box 460, Middlebury, Indiana 46540, Attn: Customer Service, (800) 283-8267.

NOTE: Highland Ridge does not control the scheduling of service work at the independent, authorized dealerships. You may encounter some delay in scheduling or completion of work. Also, you must notify the selling dealer at time of delivery to have work performed on any defect that occurred at the factory during manufacture at no cost to you as provided by this limited warranty. (See below under WHAT IS NOT COVERED).

If two (2) or more service attempts have been made to correct any covered defect that you believe impairs the value, use or safety of

WARRANTY & SERVICE

the RV, or if it has taken longer than thirty (30) days for those types of repairs to be completed, you must, to the extent permitted by law, notify Highland Ridge directly, in writing, at the above address, of the unsuccessful repair(s) of the alleged defect(s) so that Highland Ridge can become directly involved in making sure that you are provided service pursuant to the terms of this limited warranty.

REPAIR REMEDY: Highland Ridge's obligation is to address, within industry standards, any covered substantial defect discovered within the warranty coverage period provided: (1) you notify Highland Ridge or an authorized dealer within 10 days of your discovery of the substantial defect; AND (2) you deliver the RV to Highland Ridge or an authorized dealership at your cost and expense.

BACK-UP REMEDY: If the primary repair remedy fails to successfully cure any substantial defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Highland Ridge pay an independent service shop of your choice to perform repairs to the substantial defect. If the substantial defect is incapable of being repaired, your exclusive remedy will be to pay diminished value damages (i.e. the difference in your purchase price and the actual value of the RV on the date of purchase due to the substantial defect which is incapable of repair). You must exhaust the primary repair remedy and this back-up remedy and both these remedies must fail of their essential purpose before initiating any action against Highland Ridge. You agree to provide notice to Jayco of the independent service shop you select to perform the repairs to the defect within 14 days of requesting performance of the repairs. You also agree to exercise good faith in seeking to exhaust the back-up remedy. If the independent service shop you ask to perform the back-up remedy is unwilling to perform the repairs, you agree to have the Jayco service center in Indiana perform the back-up remedy.

If diminished value damages are sought by you, both you and Jayco (or the person providing the diminished value opinion) MUST, with specificity, disclose to the judge or jury how the diminished value figure was arrived at so the accuracy can be verified through replication. If the diminished value figure cannot be verified through replication, you and Jayco agree that any such diminished value opinion will not be used to determine the remedy for breach of warranty.

WHAT IS NOT COVERED

By way of example only, this limited warranty does not cover any of the following:

- defects in materials, components or parts of the structure of the RV not attributable to Highland Ridge;
- items that are added or changed after the RV leaves the possession of Highland Ridge;
- additional equipment or accessories installed at any dealership, or other place of business, or by any other party, other than Highland Ridge;
- any RV used for rental or other business or commercial purposes (Note: It shall be concluded that the RV has been used for commercial and/or business purposes if the RV owner or user files a tax form claiming any business or commercial tax benefit related to the RV, or if the RV is purchased, registered or titled in the name of any business association such as a corporation or limited liability company);
- any RV sold or used outside the United States, U.S. Territories or Canada;
- any RV not used solely for recreational travel and camping;
- any RV purchased through auction or wholesale;

- any RV purchased from a dealer that is not an authorized dealer of Highland Ridge;
- any defect arising from excess weight placed on the Structural Components;
- normal wear, tear or usage, such as tears, punctures, soiling, mildew, fading, or discoloration of exterior plastic or fiberglass, or soft goods, such as upholstery, drapes, carpet, vinyl, screens, cushions, mattresses and fabrics;
- the effects of condensation or moisture from condensation inside the RV;
- mold or any damage caused by mold to the inside or outside of the RV;
- imperfections that do not affect the suitability of the RV for its intended purpose of recreational use or items that are working as designed but that you are unhappy with;
- exterior paint or finish;
- problems, including water leaks, related to misuse, mishandling, neglect or abuse, including failure to maintain the RV in accordance with the owner's manual, or other routine maintenance such as inspections, lubricating, adjustments, tightening of screws and fittings, tightening of lug nuts, sealing, rotating tires;
- damage due to accident, whether or not foreseeable, including any acts of weather;
- damage, rust or corrosion due to the environment, theft, vandalism, fire, or other intervening acts not attributable to Highland Ridge;
- damage caused by unregulated water pressure, tank over fill, or plumbing system modifications resulting in flooding of the vehicle;
- failure of the original retail purchaser or others to follow ordinary maintenance procedures as recommended by Highland Ridge or the manufacturer of the Structural Component service items such as, lubricants, fluids, filters, etc.;
- damage caused by unprotected electrical hook-ups (home or campground), power surges, lightning, circuit overload, or electrical system modifications;
- damage resulting from tire wear or tire failure;
- hydraulic leveling jacks or leveling system;
- defacing, scratches, dents, chips on any surface or fabric of the RV;
- damage caused by infestation by insects or other animals;
- damage caused by off road use, overloading the RV or alteration of the RV, or any of its components or parts; wheel alignment or adjustments to axles when caused by improper maintenance, loading or damage from road hazards, including off road travel, wheel damage or balancing or damage from tire failures.
- any costs associated with obtaining service, including by way of example, travel costs, are specifically excluded from the coverage of this warranty;
- any RV used as a residence; and
- any component, system or part warranted by another entity. Including any handling, braking, wheel balance, muffler, tires, tubes, batteries, gauges, generator, awning, hydraulic jacks, inverter, converter, microwave, television, DVD/CD player, radio, speakers, refrigerator, television, range, water heater,

WARRANTY & SERVICE

water pump, stove, carbon monoxide detector, smoke detector, propane detector, furnace, or any air conditioner. The written warranty of any component part manufacturer is the direct responsibility of that manufacturer. Defects and/or damage to interior and exterior surfaces, trim, upholstery and other appearance items may occur at the factory. These items are usually detected and corrected at the factory or by the selling dealer prior to delivery to the retail customer. You must inspect your RV for this type of damage when you take delivery. If you find any such defect or damage you must notify the selling dealer at time of delivery to have these items covered by this limited warranty and to have work performed on the items at no cost to you as provided by this limited warranty.

EVENTS DISCHARGING HIGHLAND RIDGE FROM OBLIGATION UNDER WARRANTY

Certain things completely discharge Highland Ridge from any obligation under this warranty and void it. By way of example, the following shall discharge Highland Ridge from any express or implied warranty obligation to repair or replace any defect that results from: any rental or other business or commercial use or purchase of the RV (as defined in this warranty), any RV titled or registered in the name of any business association (such as a corporation or limited liability company), any RV sold outside of, or used outside of, the United States, U.S. Territories or Canada, through an auction or wholesale or by a non-authorized dealer, any defect in a separately manufactured component part, owner neglect or failure to provide routine maintenance (See Owner's Manual), unauthorized alteration, off road use, collision or accident, whether or not foreseeable, including any acts of weather or damage or corrosion due to the environment, theft, vandalism, fire, explosions, overloading in excess of weight ratings, and tampering with any portion of the RV.

LEGAL REMEDIES

ANY ACTION TO ENFORCE ANY PORTION OF THIS LIMITED WARRANTY, OR ANY IMPLIED WARRANTY, SHALL BE COMMENCED WITHIN 90 DAYS AFTER EXPIRATION OF THE WARRANTY COVERAGE PERIOD DESIGNATED ABOVE (i.e. an action must be brought within 1 year and 90 days of purchase except for claims related solely to Structure Components which must be filed within 3 years and 90 days of purchase). Any performance of repairs shall not suspend this limitation period from expiring unless state law provides otherwise. Any performance of repairs after the warranty coverage period has expired, or performance of repairs regarding anything excluded from coverage under this limited warranty shall be considered "good will" repairs, and they will not alter the express terms of this limited warranty, or extend the warranty coverage period or this limitation period. Highland Ridge is not required to notify you if authorized repairs are considered "good will" by Highland Ridge.

In addition, this warranty is not intended to extend to future performance, and nothing in this warranty, or any action of Highland Ridge, or any agent of Highland Ridge, shall be interpreted as an extension of the warranty period or this limitation period. Some states do not allow a reduction in the statute of limitations, so this reduction may not apply to you.

WARRANTY REGISTRATIONS

Your warranty registration records should be completed and delivered to the manufacturers of component parts. The selling dealership will assist you in completing and submitting the Highland Ridge product warranty registration form. That form must be returned to Highland Ridge within ten (10) days of your taking delivery of the RV. Your warranty will not be registered unless this warranty registration is completed and received by Highland Ridge. Failure to file this warranty registration with Highland Ridge will not affect your rights

under this limited warranty as long as you can present proof of purchase, but it can cause delays in obtaining the benefits of this limited warranty, and it may inhibit any servicing facility's ability to provide proper repairs and/or part replacement. Note, tender and acceptance of a warranty registration does not alter the express terms of this limited warranty or any of its exclusions.

CARE AND MAINTENANCE

It is the owner's responsibility to perform proper care and maintenance of the RV, and to assure correct load distribution. For details regarding this, please see your RV owner's manual and the owner's manuals of other component part manufacturers. These outline various care and maintenance that is required to maintain your RV. Please review all manuals supplied with your RV, and contact your selling dealership or supplier of the component part if you have questions. Note: Failure to maintain the RV as noted in those manuals voids this limited warranty, and any damage to the RV as a result of your failure to perform such care, is not covered by this limited warranty.

Damage to interior or exterior surfaces, trims, upholstery and other appearance items may occur at the factory during assembly, during delivery of the RV to the selling dealer or on the selling dealer's lot. Normally, any damage is detected and corrected at the factory or by the selling dealer during the inspection process.

ACCEPTANCE OF WARRANTY

When you request or accept the performance of warranty repairs under the terms of this Limited Warranty, you are confirming the acceptance all terms of this Limited Warranty, including, by way of example, warranty limitations and disclaimers, the forum selection clause and the clause reducing the time period within which suit must be filed for breach.

LEGAL REMEDIES

EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO AN ALLEGED BREACH OF WARRANTY OR OTHERWISE RELATING TO YOUR PURCHASE OR OWNERSHIP OF THE RV MUST BE FILED IN THE COURTS WITHIN THE STATE OF MANUFACTURE, WHICH IS INDIANA. THIS LIMITED WARRANTY SHALL BE INTERPRETED AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF INDIANA.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. ALL ACTIONS OF ANY KIND RELATING TO THE RV SHALL BE DECIDED BY A JUDGE RATHER THAN BY A JURY. The jury waiver and choice of law clause, as well as limitations and disclaimers of warranties, may not apply to you if applicable state or provincial law prohibits a waiver of a jury trial or enforcement of a choice of law clause resulting in a waiver of a non-waivable statutory cause of action.

HIGHLAND RIDGE RV

903 S. Main Street * P.O. Box 460 * Middlebury, IN 46540

Telephone: (800) 283-8267

2024 STARCRAFT TOWABLE LIMITED WARRANTY

WHAT AND WHO IS COVERED

This Limited Warranty covers only RVs sold in, and that remain in, the United States, U.S. Territories and Canada and used for the intended purpose of recreational travel and camping. If a substantial defect in material or workmanship, attributable to Starcraft, is found to exist and is reported to Starcraft or an authorized servicing dealer during the applicable warranty period, it will be repaired or replaced, at Starcraft's option, without charge to the RV owner, in accordance with the terms, conditions and limitations of this limited warranty.

This limited warranty applies to the first consumer purchaser of a new RV only. All rights and limitations within this warranty are applicable to the original owner of the RV only. You may contact an independent, authorized dealer for details.

LIMITATIONS, EXCLUSIONS AND DISCLAIMER OF IMPLIED WARRANTIES

ANY IMPLIED WARRANTY THAT IS FOUND TO ARISE BY WAY OF STATE OR FEDERAL LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR ANY IMPLIED WARRANTY OF FITNESS, IS LIMITED IN DURATION TO THE DURATION SET FORTH IN THIS LIMITED WARRANTY AND IS LIMITED IN SCOPE OF COVERAGE TO THE SCOPE OF COVERAGE OF THIS LIMITED WARRANTY. ALL IMPLIED WARRANTIES AND CONDITIONS, STATUTORY OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AS TO RVs OR COMPONENTS OF RVs EXCLUDED OR NOT COVERED UNDER THIS WARRANTY.

Starcraft makes no warranty of any nature beyond that contained in this limited warranty. Starcraft does not authorize any person to create any other obligation or liability for it regarding this RV, and Starcraft is not responsible for any representation, promise or warranty made by any dealer or other person beyond what is expressly stated in this limited warranty, and no one has the authority to enlarge, amend or modify this limited warranty. Any selling or servicing dealer is not Starcraft's agent, but an independent entity.

STARCRAFT SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY. BY WAY OF EXAMPLE, CONSEQUENTIAL DAMAGES INCLUDE FUEL AND TRANSPORTATION EXPENSES TO DELIVER THE RV TO A SERVICING DEALER, HOTEL ROOMS, LOST WAGES AND MOISTURE DAMAGE SUCH AS MOLD AND MILDEW AS WELL AS RUST AND CORROSION. THIS EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE INDEPENDENT OF ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY WARRANTY, AND THIS EXCLUSION SHALL SURVIVE ANY DETERMINATION THAT THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY HAS FAILED OF ITS ESSENTIAL PURPOSE.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

THE PERIOD OF COVERAGE

The duration of the Limited Warranty is 1 year. The warranty period begins on the date that the RV is delivered to the first retail purchaser by an independent, authorized dealer of Starcraft, or, if the dealer places the vehicle in service prior to retail sale, on the date the RV is first placed in such service.

The term of this Limited Warranty is 3 years for substantial defects to any "Structure Components." Structure Components means materials and/or workmanship directly attributable to Starcraft relating to the

lamination of the fiberglass sidewall assembly, the lamination of the rear wall assembly, the lamination of the fiberglass front wall (wrap) assembly, sidewall/end wall/front and rear wall frame assembly (wood and aluminum), roof frame assembly (wood and aluminum), and floor frame assembly (wood and aluminum). Structure Components specifically excludes front and rear fiberglass caps and any other cosmetic fiberglass attachments, sidewall metal (unless the root cause is the wall structure); exterior roof material (EPDM rubber, TPO, etc.); floor covering (carpet, linoleum, hardwood tile, etc.); all sidewall, end wall, front and rear wall, roof and floor attachments, and delamination caused by water intrusion from lack of required exterior seal maintenance or other maintenance. Structure Components further excludes all items identified under "What is Not Covered" below.

Starcraft's obligation to repair or replace defective materials or workmanship is the sole obligation of Starcraft under this limited warranty. Starcraft reserves the right to have new or remanufactured parts of similar quality used to complete any work, and to make parts and design changes from time to time without notice to anyone. Starcraft reserves the right to make changes in the design or material of its products without incurring any obligation to incorporate such changes in any product previously manufactured. Starcraft makes no warranty as to the future performance of this RV, and this limited warranty is not intended to extend to the future performance of this RV, or any of its materials, components or parts. In addition, the RV owner's obligation to notify Starcraft, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Starcraft directly when attempting to pursue remedies under state or federal law.

HOW TO GET SERVICE

It is normal to expect some warranty service during the term of this Limited Warranty. To obtain warranty service the owner must do all of the following:

1. Notify an independent, authorized dealer of Starcraft, or Starcraft, of the substantial defect in material or workmanship attributable to Starcraft, within the warranty coverage period designated above;
2. Provide the notification mentioned in (1), above, within ten (10) days of when the owner discovered, or should have discovered, the substantial defect in material or workmanship attributable to Starcraft;
3. Promptly schedule an appointment with and take the RV to an independent, authorized dealer of Starcraft, or Starcraft, for repairs; and
4. Pay any freight or transportation costs, import duties, fees and all incidental expenses associated with obtaining warranty service.

If you need assistance you may contact Starcraft RV at 903 S. Main Street, P.O. Box 460, Middlebury, Indiana 46540, Attn: Customer Service, (800) 283-8267.

NOTE: Starcraft does not control the scheduling of service work at the independent, authorized dealerships. You may encounter some delay in scheduling or completion of work. Also, you must notify the selling dealer at time of delivery to have work performed on any defect that occurred at the factory during manufacture at no cost to you as provided by this limited warranty. (See below under WHAT IS NOT COVERED).

If two (2) or more service attempts have been made to correct any covered defect that you believe impairs the value, use or safety of

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the RV, or if it has taken longer than thirty (30) days for those types of repairs to be completed, you must, to the extent permitted by law, notify Starcraft directly, in writing, at the above address, of the unsuccessful repair(s) of the alleged defect(s) so that Starcraft can become directly involved in making sure that you are provided service pursuant to the terms of this limited warranty.

REPAIR REMEDY: Starcraft's obligation is to address, within industry standards, any covered substantial defect discovered within the warranty coverage period provided: (1) you notify Starcraft or an authorized dealer within 10 days of your discovery of the substantial defect; AND (2) you deliver the RV to Starcraft or an authorized dealership at your cost and expense.

BACK-UP REMEDY: If the primary repair remedy fails to successfully cure any substantial defect after a reasonable number of repair attempts, your sole and exclusive remedy shall be to have Starcraft pay an independent service shop of your choice to perform repairs to the substantial defect. If the substantial defect is incapable of being repaired, your exclusive remedy will be to pay diminished value damages (i.e. the difference in your purchase price and the actual value of the RV on the date of purchase due to the substantial defect which is incapable of repair). You must exhaust the primary repair remedy and this back-up remedy and both these remedies must fail of their essential purpose before initiating any action against Starcraft. You agree to provide notice to Jayco of the independent service shop you select to perform the repairs to the defect within 14 days of requesting performance of the repairs. You also agree to exercise good faith in seeking to exhaust the back-up remedy. If the independent service shop you ask to perform the back-up remedy is unwilling to perform the repairs, you agree to have the Jayco service center in Indiana perform the back-up remedy.

If diminished value damages are sought by you, both you and Jayco (or the person providing the diminished value opinion) MUST, with specificity, disclose to the judge or jury how the diminished value figure was arrived at so the accuracy can be verified through replication. If the diminished value figure cannot be verified through replication, you and Jayco agree that any such diminished value opinion will not be used to determine the remedy for breach of warranty.

WHAT IS NOT COVERED

By way of example only, this limited warranty does not cover any of the following:

- defects in materials, components or parts of the structure of the RV not attributable to Starcraft;
- items that are added or changed after the RV leaves the possession of Starcraft;
- additional equipment or accessories installed at any dealership, or other place of business, or by any other party, other than Starcraft;
- any RV used for rental or other business or commercial purposes (Note: It shall be concluded that the RV has been used for commercial and/or business purposes if the RV owner or user files a tax form claiming any business or commercial tax benefit related to the RV, or if the RV is purchased, registered or titled in the name of any business association such as a corporation or limited liability company);
- any RV sold or used outside the United States, U.S. Territories or Canada;
- any RV not used solely for recreational travel and camping;
- any RV purchased through auction or wholesale;

- any RV purchased from a dealer that is not an authorized dealer of Starcraft;
- any defect arising from excess weight placed on the Structural Components;
- normal wear, tear or usage, such as tears, punctures, soiling, mildew, fading, or discoloration of exterior plastic or fiberglass, or soft goods, such as upholstery, drapes, carpet, vinyl, screens, cushions, mattresses and fabrics;
- the effects of condensation or moisture from condensation inside the RV;
- mold or any damage caused by mold to the inside or outside of the RV;
- imperfections that do not affect the suitability of the RV for its intended purpose of recreational use or items that are working as designed but that you are unhappy with;
- exterior paint or finish;
- problems, including water leaks, related to misuse, mishandling, neglect or abuse, including failure to maintain the RV in accordance with the owner's manual, or other routine maintenance such as inspections, lubricating, adjustments, tightening of screws and fittings, tightening of lug nuts, sealing, rotating tires;
- damage due to accident, whether or not foreseeable, including any acts of weather;
- damage, rust or corrosion due to the environment, theft, vandalism, fire, or other intervening acts not attributable to Starcraft;
- damage caused by unregulated water pressure, tank over fill, or plumbing system modifications resulting in flooding of the vehicle;
- failure of the original retail purchaser or others to follow ordinary maintenance procedures as recommended by Starcraft or the manufacturer of the Structural Component service items such as, lubricants, fluids, filters, etc.;
- damage caused by unprotected electrical hook-ups (home or campground), power surges, lightning, circuit overload, or electrical system modifications;
- damage resulting from tire wear or tire failure;
- hydraulic leveling jacks or leveling system;
- defacing, scratches, dents, chips on any surface or fabric of the RV;
- damage caused by infestation by insects or other animals;
- damage caused by off road use, overloading the RV or alteration of the RV, or any of its components or parts; wheel alignment or adjustments to axles when caused by improper maintenance, loading or damage from road hazards, including off road travel, wheel damage or balancing or damage from tire failures.
- any costs associated with obtaining service, including by way of example, travel costs, are specifically excluded from the coverage of this warranty;
- any RV used as a residence; and
- any component, system or part warranted by another entity. Including any handling, braking, wheel balance, muffler, tires, tubes, batteries, gauges, generator, awning, hydraulic jacks, inverter, converter, microwave, television, DVD/CD player, radio, speakers, refrigerator, television, range, water heater,

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water pump, stove, carbon monoxide detector, smoke detector, propane detector, furnace, or any air conditioner. The written warranty of any component part manufacturer is the direct responsibility of that manufacturer. Defects and/or damage to interior and exterior surfaces, trim, upholstery and other appearance items may occur at the factory. These items are usually detected and corrected at the factory or by the selling dealer prior to delivery to the retail customer. You must inspect your RV for this type of damage when you take delivery. If you find any such defect or damage you must notify the selling dealer at time of delivery to have these items covered by this limited warranty and to have work performed on the items at no cost to you as provided by this limited warranty.

EVENTS DISCHARGING STARCRAFT FROM OBLIGATION UNDER WARRANTY

Certain things completely discharge Starcraft from any obligation under this warranty and void it. By way of example, the following shall discharge Starcraft from any express or implied warranty obligation to repair or replace any defect that results from: any rental or other business or commercial use or purchase of the RV (as defined in this warranty), any RV titled or registered in the name of any business association (such as a corporation or limited liability company), any RV sold outside of, or used outside of, the United States, U.S. Territories or Canada, through an auction or wholesale or by a non-authorized dealer, any defect in a separately manufactured component part, owner neglect or failure to provide routine maintenance (See Owner's Manual), unauthorized alteration, off road use, collision or accident, whether or not foreseeable, including any acts of weather or damage or corrosion due to the environment, theft, vandalism, fire, explosions, overloading in excess of weight ratings, and tampering with any portion of the RV.

LEGAL REMEDIES

ANY ACTION TO ENFORCE ANY PORTION OF THIS LIMITED WARRANTY, OR ANY IMPLIED WARRANTY, SHALL BE COMMENCED WITHIN 90 DAYS AFTER EXPIRATION OF THE WARRANTY COVERAGE PERIOD DESIGNATED ABOVE (i.e. an action must be brought within 1 year and 90 days of purchase except for claims related solely to Structure components which must be filed within 3 years and 90 days of purchase). Any performance of repairs shall not suspend this limitation period from expiring unless state law provides otherwise. Any performance of repairs after the warranty coverage period has expired, or performance of repairs regarding anything excluded from coverage under this limited warranty shall be considered "good will" repairs, and they will not alter the express terms of this limited warranty, or extend the warranty coverage period or this limitation period. Starcraft is not required to notify you if authorized repairs are considered "good will" by Starcraft.

In addition, this warranty is not intended to extend to future performance, and nothing in this warranty, or any action of Starcraft, or any agent of Starcraft, shall be interpreted as an extension of the warranty period or this limitation period. Some states do not allow a reduction in the statute of limitations, so this reduction may not apply to you.

WARRANTY REGISTRATIONS

Your warranty registration records should be completed and delivered to the manufacturers of component parts. The selling dealership will assist you in completing and submitting the Starcraft product warranty registration form. That form must be returned to Starcraft within ten (10) days of your taking delivery of the RV. Your warranty will not be registered unless this warranty registration is completed and received by Starcraft. Failure to file this warranty registration with Starcraft will not affect your rights under this limited warranty as long as you can present proof of purchase, but it can cause delays in obtaining the benefits of this limited warranty, and it may inhibit any servicing facility's ability to provide proper repairs and/or part replacement.

Note, tender and acceptance of a warranty registration does not alter the express terms of this limited warranty or any of its exclusions.

CARE AND MAINTENANCE

It is the owner's responsibility to perform proper care and maintenance of the RV, and to assure correct load distribution. For details regarding this, please see your RV owner's manual and the owner's manuals of other component part manufacturers. These outline various care and maintenance that is required to maintain your RV. Please review all manuals supplied with your RV, and contact your selling dealership or supplier of the component part if you have questions. Note: Failure to maintain the RV as noted in those manuals voids this limited warranty, and any damage to the RV as a result of your failure to perform such care, is not covered by this limited warranty.

Damage to interior or exterior surfaces, trims, upholstery and other appearance items may occur at the factory during assembly, during delivery of the RV to the selling dealer or on the selling dealer's lot. Normally, any damage is detected and corrected at the factory or by the selling dealer during the inspection process.

LEGAL REMEDIES

EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO AN ALLEGED BREACH OF WARRANTY OR OTHERWISE RELATING TO YOUR PURCHASE OR OWNERSHIP OF THE RV MUST BE FILED IN THE COURTS WITHIN THE STATE OF MANUFACTURE, WHICH IS INDIANA. THIS LIMITED WARRANTY SHALL BE INTERPRETED AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF INDIANA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. ALL ACTIONS OF ANY KIND RELATING TO THE RV SHALL BE DECIDED BY A JUDGE RATHER THAN A JURY. The jury waiver and choice of law clause, as well as limitations and disclaimers of warranties, may not apply to you if applicable state or provincial law prohibits a waiver of a jury trial or enforcement of a choice of law clause resulting in a waiver of a non-waivable statutory cause of action.

STARCRAFT RV

903 S. Main Street * P.O. Box 460 * Middlebury, IN 46540

Telephone: (800) 283-8267



Jayco[®]
Family of Companies

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