

September 2003

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Jayco Recall Campaign # 9901048

Dear Jayco Owner:

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

Jayco, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific model year 2002 & 2003 Jayco Avatar & Firenza Class A motor homes. According to our records you own one of these vehicles.

Jayco has become aware that in certain circumstances water from the fresh water tank can come in contact with the water hose hooked to the city water connection. Also the water system is not equipped to sanitize the fresh water tank. These repairs will not take much time and should be performed by an authorized service facility.

The labor time necessary to perform this recall campaign is approximately 1 hour. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motor home.

This letter and attached "*Claim Form*" will serve as an authorization to have the correction made. Please present the *claim form* to your dealer upon arrival of your service appointment. This will assist in making the necessary correction in the shortest possible time and allow the dealer the ability to mail in the form to Jayco to confirm the recall repair has been performed. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the reply page and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within ten days.

If you have paid to remedy the issue addressed in this notice, you may be eligible for a refund. Please provide the paid invoice to an authorized Jayco dealer or directly to Jayco at Jayco Inc. Attn: AMS Recall 903 South Main Street P.O. Box 460 Middlebury, Indiana 46540.

**Back Flow Prevention and Sanitizing Fresh Water System Recall
July 2003**

Your Jayco dealer is best equipped to provide service to ensure that your motor home is corrected as promptly as possible. If, however, you take your motor home to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department toll free at (574) 825-0608.

After contacting your Jayco dealer and Jayco customer service, you are not able to have the safety defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco Class A Motor Home.

Sincerely,

Jayco, Inc.
After Market Services