

March 2004

## **IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

**Dear Jayco Dealer:**

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

### **DEFECT INVOLVED**

*Jayco, Inc. has determined a defect exists on certain 2002 & 2003 model year Avatar & Firenze Class A motor homes.* The nature of the defect relates to the possible allowance of heat exposure to the wire harnesses in the engine compartment. Jayco has entered into a voluntary recall campaign.

The remedy includes inspection, re-routing, and replacement of the wire cover and/or wires in the engine compartment. Instructions for this recall campaign are enclosed for your review. If for some reason you are unable to perform this repair, please contact Jayco Customer Service at 1-574-825-0608 for assistance.

### **DEALER CAMPAIGN RESPONSIBILITY**

We strongly suggest that you designate a manager to coordinate the *recall* to ensure the work is performed and documented properly, and that a warranty claim is submitted to *Jayco* to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin **before** owners take possession of these vehicles.

**Heat Shield Recall**  
**NHTSA #04V-030**  
**January 2004**

**Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Jayco encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.**

**Authorized Jayco dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.**

### **OWNER NOTIFICATION**

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. When the customer makes the appointment the customer will need to give you the "Recall Claim Form" that they received in their letter. This is the authorization to perform the recall. In addition, this is the "Claim Form" that you must submit to Jayco for payment. The customer must sign the claim form as an indication that the recall was performed. Jayco will no longer accept recall claims via the TRADEROUTE system.

### **PARTS AVAILABILITY**

Parts are available at the time of notification. *All Parts orders must be submitted to Jayco, Inc. on the enclosed order blank. Should you have questions concerning your parts order, please contact Jayco directly @ 800-283-8267.*

### **FILING A CLAIM**

**Job Operation Number: See Instruction Sheets**  
**Time: See Instruction Sheets**

If you have any questions regarding this recall or instructions, please contact us on your dealer service line.

Thank you for your assistance.

Sincerely,

Jayco, Inc.  
After Market Services

Enclosures

March 2004

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**NHTSA Recall Campaign # 04V-030**

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 & Firenze Class Motor Homes. According to our records you own one of these vehicles.

Jayco has become aware that in certain circumstances heat exposure to the wire harnesses in the engine compartment may deteriorate the cable insulation and cause electrical shorting. The inspection and repairs should be performed by an authorized service facility.

The labor time necessary to perform this recall campaign is an estimated 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.

**Heat Shield Recall  
January 2004**

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