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INDIANAPOLIS
FORT WAYNE
SOUTH BEND
ELKHART
WASHINGTON, D.C.
QINGDAO, P.R. CHINA

November 15, 2000

SENT VIA FEDERAL EXPRESS

National Highway Traffic Safety Administration
Associate Administrator for Enforcement
400 Seventh Street, S.W.
Room 5321
Washington, DC 20590

RE: Jayco, Inc. - Recall on Brake Line

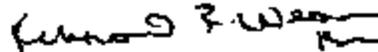
00V-382 (01)

Dear Sir/Madam:

Enclosed you will find the Vehicle PART 573 Defect and Noncompliance Report, print-out of serial numbers, an Owner letter and a Dealer letter with instructions for modification involving Jayco folding campers model years 1998 through 2001. Jayco has determined that 10,956 units may have a flexible brake hose that could come into contact with the tire, which over time and miles can abrade the brake line hose and cause a leak of the hydraulic fluid. This could result in a loss of trailer brakes, which could contribute to an accident causing personal injury and property damage.

If you have any questions, please feel free to contact me.

Sincerely,



Kennard R. Weaver

KRW/bkm
Enclosures
cc: Rebecca A. Ward

RECEIVED
03/10/2001 10:19
DEFENSE INVESTIGATION

00V-382 (02)

**Safety Defect and Noncompliance Report Guide for Vehicle
PART 573 Defect and Noncompliance Report¹**

Date this report was prepared: 10/2/00

Furnish the manufacturer's identification code for this recall (if applicable):

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name, mailing address, and telephone number of the designated agent as prescribed by Section 110 (e) of the National Traffic and Motor Vehicle Safety Act.

Jayco, Inc.
P. O. Box 460
Middlebury, IN 46540
(219) 825-5861

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Kennard R. Weaver, General Counsel

Telephone Number: 219.296.6000

Name and Title of Person who prepared this report.

Kennard R. Weaver, General Counsel

Signed: 

¹Each manufacturer must furnish a report to the Associate Administrator for Enforcement for each defect or noncompliance condition in its vehicles which relate to motor vehicle safety.

This is a paraphrased guide developed from 49 CFR Part 573, 'Defect and Noncompliance Reports.' Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227.

I. Identifying the Vehicle Models Involved in the Recall

00V-382 (03)

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), furnish:

Make(s): Jayco
Model(s): Eagle
Model Year(s) Involved: 1998, 1999, 2000, 2001
Production Dates: Beginning: May, 1998 Ending: June, 2000
VIN Range: Beginning: See attached listing Ending: See attached listing
Vehicle Type: Folding Campers Bodystyle: _____

Make(s): Jayco
Model(s): Heritage
Model Year(s) Involved: 1998, 1999, 2000, 2001
Production Dates: Beginning: May, 1998 Ending: June, 2000
VIN Range: Beginning: See attached listing Ending: See attached listing
Vehicle Type: Folding Campers Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall:

Equipped with flexible brake hose that is not clamped in a position away from tire.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1993, through April 1, 1993, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

100%

II. Identifying the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

| <u>Model</u> | <u>Year</u> | <u>Number of Vehicles Potentially Involved</u> |
|--------------|-------------|--|
| Eagle | 1998 | 2,392 |
| Eagle | 1999 | 2,797 |
| Eagle | 2000 | 1,792 |
| Eagle | 2001 | 454 |
| Heritage | 1998 | 1,223 |
| Heritage | 1999 | 1,441 |
| Heritage | 2000 | 744 |
| Heritage | 2001 | 113 |

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 52%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the inclusive dates of manufacture:

The class of the vehicles determined to be in the recall was based upon changes in production personnel.

III. Identifying the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The nature of the defect is the potential for the flexible brake hose to come into contact with the tire. See attached photograph attached as Exhibit A.

Describe the cause(s) of the defect or noncompliance condition.

There is too much slack in the brake hose.

Describe the consequence(s) of the defect or noncompliance condition.

If there is too much slack in the brake hose, it can come into contact with the tire, which over time and miles can abrade the brake line hose and cause a leak of the hydraulic fluid. This could result in a loss of trailer brakes, which could contribute to an accident causing personal injury and property damage.

Identify any warning which can (a) precede or (b) occur.

There may be hydraulic brake fluid leaking near the tires on the camper or the consumer may notice that the brakes on the camper may not respond properly.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name, address, and telephone number.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Identifying the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principal events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

There have been no reported accidents or injuries reported as a result of this defect. Jayco determined that a recall was needed based on reports of leaking brake fluid and inoperative brakes.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

V. Identifying the Remedy

8. Furnish a description of the manufacturer's remedy for the defect of noncompliance. Clearly describe the difference between the recall condition and the remedy.

The remedy is to inspect each flexible rubber brake line hose where it attaches to the metal valve behind the hub. If there is enough brake hose to pull the hose into the tire area, use insulated clamps as shown on the attached instruction sheet, marked as Exhibit B and secure the hose away from each tire. If there is not enough hose to clamp it to the frame, the hose cannot come into contact with the tire from too much slack. The hose will also be inspected where it runs near the tire for any possible damage.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Currently there is not a clamp holding the flexible rubber brake line hose away from the tire. This remedy will resolve that defect.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The production remedy is identical to the recall remedy in the field.

VI. Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Immediately upon approval of the owner and dealer notification, the recall will begin.

VII. Recall Communications

9. Furnish a final copy of all notes, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications concerning this recall from the time your company determines the defect or noncompliance condition onward, not just the initial notification. A DRAFT copy of the notification documents SHOULD BE submitted to this office by telefax (FAX: 202/366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

.ppt

IMPORTANT SAFETY RECALL CAMPAIGN NOTICE!

September, 2000

Dear Valued Jayco Customers,

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

Jayco, Inc. has determined that a defect that relates to motor vehicle safety may exist in certain 1998, 1999, 2000 and 2001 folding campers equipped with optional or standard surge (hydraulic) brake. The nature of the defect is the potential for the flexible brake hose to come into contact with the tire. Should this occur, the hose could abrade, leaking fluid and causing a loss of the trailer brakes. Loss of trailer brakes could contribute to an accident causing personal injury or property damage. Thus, Jayco, Inc. has entered into a voluntary recall campaign. No accidents or injuries have been reported.

Jayco dealers have already been notified of this recall campaign. The remedy will be inspection of the brake hose position and, if needed, the addition of a vinyl coated clamp to secure any excess length of hose to the frame of the camper. The inspection and work if needed, will take less than one hour. Please contact your authorized Jayco dealer immediately to arrange a service appointment. ***We do not recommend you use your camper on any trips until you have the recall service performed.*** If you do not see with a visual inspection the black flexible hose making contact with the tire, or any signs of leaking fluid, the unit is safe to deliver to your dealership for the appointment. It's usually easiest to inspect looking from the front of the wheel towards the back. A photograph of the area is enclosed for your information and review. As we approach the fall months, many of you will be storing your campers for the winter. Avoid the spring camping season rush. This is an excellent time to schedule your appointment for the recall and other normal yearly maintenance needs, such as winterizing, repacking wheel bearings, brake adjustment, tire rotation, resealing roof seams and extrusions, LP system checks, etc. Your camper will be all set to go in the Spring!

All parts and labor will be provided at no charge to you for the recall repair.

00V-382 (ab)

If you believe that Jayco, Inc. has failed or is unable to remedy the defect without charge or within a reasonable time, then please contact the Jayco, Inc. customer service department toll free at 1-877-825-4782. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 800-424-9393 (Washington, D. C. area residents may call 202-366-0123).

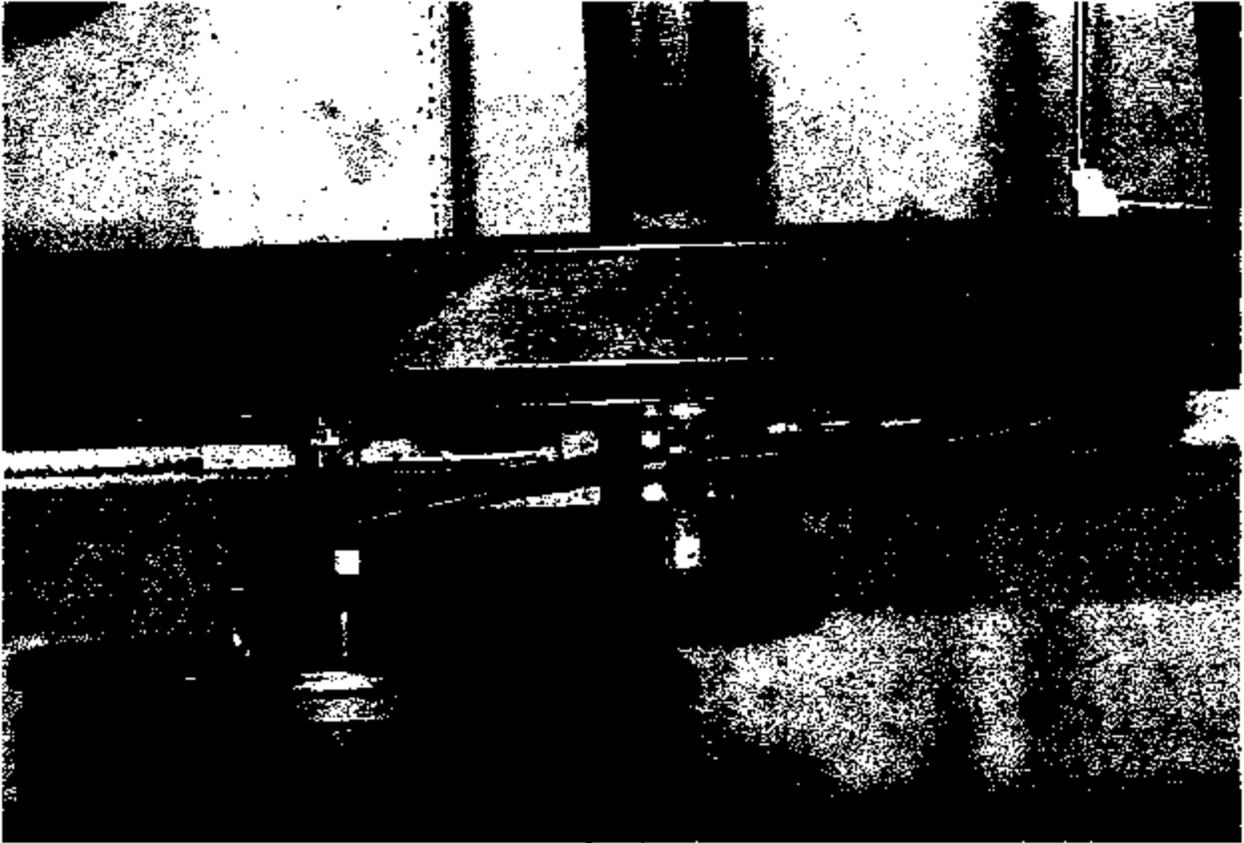
We certainly regret this inconvenience however your safety and satisfaction are important to us.

Sincerely,

Jayco, Inc.

Rebecca Ward
Director
Consumer Affairs

00V-382 (09)



9/00

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

September 25, 2000

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 could exist on 1998, 1999, and 2000 model year Eagle and Heritage folding campers equipped with factory installed surge (hydraulic) brakes. The nature of the defect is the routing of the black flexible rubber brake hose. If there is too much slack in the brake hose, it can come into contact with the tire, which over time and miles can abrade the brake line hose and cause a leak of hydraulic fluid. This could result in a loss of trailer brakes, which could contribute to an accident causing personal injury and property damage.

The remedy is to inspect each flexible rubber brake line hose where it attaches to the metal valve behind the hub. If there is enough brake hose to pull the hose into the tire area, use insulated clamps as shown on the enclosed instruction sheet and secure the hose away from each tire. If there is not enough hose to clamp it to the frame, the hose cannot come into contact with the tire from too much slack. Make sure you inspect the flexible brake hose where it runs near the tire for any possible damage. You should also ensure the metal tube coming off of the hub is angled away from the tire and wheel so no contact can occur in that area. The metal tube is flexible, but stiff and can be bent in such a manner to hold the brake hose away from the tire and wheel. Care should be taken not to kink or block the metal tube. Refer to the enclosed instructions for performing the inspection and remedy.

DEALER CAMPAIGN RESPONSIBILITY

WE STRONGLY SUGGEST 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 and 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. 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 and we would encourage you to follow up with a telephone call.

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 (meaning we have received a warranty registration from the selling dealer or subsequent purchasers have used the change of owner notice in the back of the owner manual to notify us of their ownership of a particular vehicle) are being mailed notices of the recall campaign. This letter is being sent immediately following your dealer notification. Please read all letters and instructions carefully.

PARTS AVAILABILITY

Insulated clamps are available immediately through our parts department, however orders must be placed with your dealer service representative, using part number 0011803. These clamps will be provided at no charge.

FILING A CLAIM

There is no need to set the camper up to perform this inspection and/or procedure. Job operations are as follows:

Job Operation 9901033.....Set up and Inspection .2 hours
 Job Operation 9901034.....Reposition metal brake line .1 hours
 Job Operation 9901035.....Clamp flexible brake hose .3 hours*

****if you have a 14' unit with four tires and wheels, flat rate is .6 hours***

When you write your claim, you will have for example, set up and inspection, no problem found, or brake line ok. Bill us for .2 hours. Another example would be set up and inspection, brake line recall, repositioned metal brake line. You would receive .2 for set up and inspection, and an additional .1 for repositioning the line. You may have a set up and inspection for .2 hours, and .3 for clamping the brake line on two wheels. If you are doing a 14' unit with dual axles, you would have .2 for set up and inspection, and either .2 for repositioning the line if needed, or .6 if you had to clamp the lines going to four wheels.

If you find a unit in the recall where the brake hose has been damaged from contact with the tire, replace it following normal procedures and flat rate times. **YOU MUST RETURN THE DAMAGED PIECE OF FLEXIBLE HOSE TO QUALIFY FOR REIMBURSEMENT OF SUCH A CLAIM.** Place the damaged section of flexible brake hose in a plastic bag and mail it with your claim.

We would however encourage you to remind owners of the normal recommended maintenance on running gear (tire rotation, re-packing bearings, brake adjustments, tire pressure checks, inspecting tread wear, etc.) and give them the option of having this done while they have the unit in for the recall. Many owners should be arranging appointments soon for the usual fall maintenance requirements of winterizing water lines and re-sealing roof seams and extrusions.

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

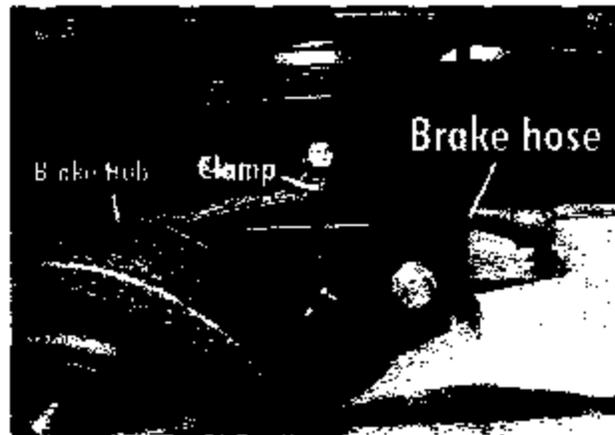
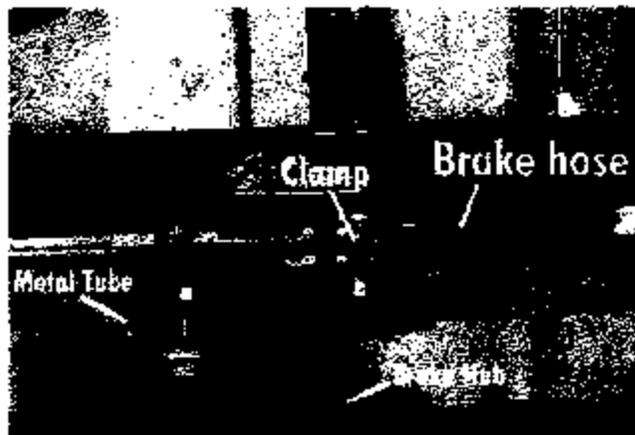
Thank you for your assistance.

Sincerely,

Jayco, Inc.

Rebecca Ward
Director
Consumer Affairs

enclosures

INSTRUCTIONS FOR SURGE BRAKE LINE RECALL CAMPAIGN

1. Inspect flexible brake hose position on vehicle. Grasp hose and pull it towards the tire. If you find sufficient slack in hose to make contact with tire, proceed to step #3 for clamping the flexible brake hose to trailer frame.
2. If hose cannot be pulled into tire, inspect metal tube coming off the back of the brake hub and make sure it is positioned in such a way to hold the brake hose away from the tire.
3. If you are able to make contact with tire while grasping hose, inspect the brake hose for any damage from contact with the tire. If none is present, install a vinyl coated clamp (our part number 0011503) using (2) hex head screws (our part number 0017714) as shown in the above photo. We suggest you pre-drill the holes for the clamp(s). **CAUTION: YOU MUST ALLOW ENOUGH MOVEMENT IN THE BRAKE HOSE FOR AXLE FLEX.** In most cases you will need to remove the tire and rim to access the hose to clamp it in place. Make sure you follow recommended torque specs when reinstalling the tire and rim.

There is no need to set up the camper or bleed the hydraulic brake line in these job operations. Job operations are as follows:

| | | |
|----------------------------|-----------------------------|-----------|
| Job Operation 9901033..... | Set up and Inspection | .2 hours |
| Job Operation 9901034..... | Reposition metal brake line | .1 hours |
| Job Operation 9901035..... | Clamp flexible brake hose | .3 hours* |

***If you have a 14' unit with four tires and wheels, flat rate is .6 hours**

If you find a damaged hose, follow the normal procedures and flat rate for replacing the brake hose. The damaged brake hose **must** be returned to us in this situation.