



903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-0608 • Fax (574) 825-0572

June 2013

SERIAL# RECALL#
FIRST LAST_NAME
ADDRESS
CITY, STATE ZIP
COUNTRY

VEHICLE SAFETY DEFECT NOTIFICATION

IMPORTANT

- Certain Jayco Recreational Vehicles are involved in a safety recall.
- Schedule an appointment with your Jayco dealer.
- This service will be performed for you at no charge.

NHTSA Recall Campaign # 13V-241

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 2014 White Hawk Travel Trailers. The affected units were manufactured between May 17, 2013 and May 21, 2013.

Jayco has determined the converter may not be properly grounded to the frame. This could result in a buildup of excessive heat and melting of the wiring. If this condition is not addressed, it may result in a fire, injury, or death.

The remedy for the affected vehicles is to inspect the wiring for the converter and add the provided ground wire which will be attached to the frame. This repair should take approximately 30 minutes to complete.

If you had your vehicle repaired prior to receipt of this notice, you may be entitled to reimbursement if you incurred any out of pocket cost due to this matter. For further information, please contact us at Jayco Customer Service at 800-283-8267 for assistance.

If your Jayco dealer is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service for further instructions. If you choose to take your vehicle to a non-Jayco dealer, they must contact Jayco prior to making the recall repairs for proper authorization and instruction. 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 enclosed post card 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, however, you take your recreational vehicle 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 at 800-283-8267. After contacting your Jayco dealer and Jayco Customer Service and you are not able to have the safety defect remedied without charge and/or within a reasonable time, you may wish to submit a written complaint to 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 apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco recreational vehicle.

Sincerely,

Jayco, Inc.