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December 2013

VEHICLE SAFETY DEFECT NOTIFICATION

NHTSA Recall Campaign # 13V-558

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 has decided that a defect which relates to motor vehicle safety exists on certain Model Year 2011 and 2013 Jayco Jay Series Camping Trailers manufactured between July 23, 2010 and June 22, 2012 . If a component failure occurs in the lifter system, the failure may cause the roof to abruptly close and force displacement of an internal lifter system component.

The remedy for the effected vehicles is to add and secure a metal stop, preventing the forceful retraction of the roof and displacement of an internal lifter system component. If you are unable to perform this repair, please contact Jayco Customer Service at 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.

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. A copy of the owner notification letter is available for your review.

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

Thank you for your assistance.

Sincerely,

Terri Tobias
Regulatory Compliance Manager