



903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-5861 • Fax (574) 825-7354

December 2013

## IMPORTANT SAFETY RECALL

**This Notice Applies To Your Recreational Vehicle 1UJAJ0AF6B1BB0163  
NHTSA Recall Campaign # 13V-558**

B1BB0163  
STEVEN/ KAREN SOLITTO  
313 LONGHORN WAY

CIBOLO TX 78108

Dear Valued Jayco Owner:

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

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, 2013. 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 component failure may cause the roof to abruptly close which could cause injury to occupants of the camping trailer.

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. Please contact a Jayco dealer for this repair. The repair will be done at no charge to you and should take one half hour to complete. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact 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 at 800-283-8267 for further instructions. If you choose to take your vehicle to a non- dealer, they must contact 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 by promptly returning it to us. 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. If after contacting your dealer and Customer Service 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