



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

May 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-168

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 the following units manufactured between February 13, 2013 and April 17, 2013 :

Model year 2013: Eagle HT Fifth-wheels, Eagle Premier Fifth-wheels, Eagle Fifth-wheels, Pinnacle Fifth-wheels, Seismic Fifth-wheels, Eagle Travel Trailers, Jay Feather Ultra Lite Travel Trailers, Jay Flight Bungalow Travel Trailers, Jay Flight Destination Travel Trailers, Jay Flight Swift Travel Trailers, Jay Flight Travel Trailers, Octane Travel Trailers, White Hawk Travel Trailers, and Redhawk Class C Motorhomes.

Model year 2014: Eagle Premier Fifth-wheels, Jay Feather Ultra Lite Travel Trailers, Jay Flight Swift Travel Trailers, Jay Flight Travel Trailers, Octane Travel Trailers, White Hawk Travel Trailers, and Precept Class A Motorhomes.

Jayco has determined that on certain vehicles, the electric awning motor may become damaged, allowing the awning to unfurl unexpectedly. As a result, the awning could strike another vehicle, a stationary object, or a bystander, causing property damage and/or personal injury. The affected model 9100 Dometic power awnings will have awning serial numbers located on either the right hand fabric or the right hand of the fabric roller tube and will have the following digit combinations: 306XXXXX through 314XXXXX. These awnings were manufactured between February 13, 2013 and April 9, 2013.

The remedy for the affected vehicles is to inspect the awning and replace the awning motor. It is Dometic's recommendation that you NOT drive or tow your vehicle until you have determined that your awning is not

involved in the recall or determine that it is involved and have had it repaired. If your awning serial number is in the range 306XXXXXX through 314XXXXXX, call Dometic at 888-943-4905 and they will assist you.

This repair will be done at no charge to you. 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 Dometic at 888-943-4905 or you may Jayco Customer Service at 800-283-8267 for assistance.

If the repair shop is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service for further instructions. 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 the repair shop on the agreed service date and the shop 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.