

CL 10532508-4223

JUL 23 2013

July 15, 2013

National Highway Traffic Safety Agency

Office of Defects Investigations/ CRD

NVS 218

1200 New Jersey Ave SE

Washington, DC 20590

Dear Sir:

My wife and I purchased a used Jayco 2011 Melbourne Motor home from RV Connections in March of this year. RV Connections is in Panama City, Florida.

Our first indication of a problem happened at the King Lake RV Park on April 18 when the main circuit breaker tripped when the camper was first connected to the park power source. The park's outlet was checked and found no problem. We used our generator the first night and were able to switch the 30 amp to "on" the next day.

On May 29th we stopped at Tallahassee RV Park and was unable receive 30 amp electricity at all. The park manager checked the power source and found no problem with the outlet.

We arrived at my son's house in Hudson, FL. When we connected our camper to the 30 amp outlet newly installed by a certified electrician. We smelled smoke inside the camper. The electrician pulled the panel located under the bed and found the electrical box housing the transfer switch and the connection bar melted (see enclosed pictures)

We contacted Jayco and reported the problem. They repeatedly failed to return my phone calls. My son determined that a recall was listed on 2011 Jayco Melbourne model motor homes identifying the same problem on other Jayco motor home of the same year, make and model.

We decided to have the problem fixed when we returned home. On June 6th we took the motor home to Camping World in Gulf Breeze, FL along with a replacement transfer switch we purchased while in Holiday, FL. A copy of the recall was provided to them at that time. We picked up camper on June 10th. The labor was paid by Jayco; however, the cost of the part was not reimbursed.

I called Jayco and ask what to do with the old part and for reimbursement. They told me to fax the information to them and they would get back to me. I faxed the information to them on June 19th.

NM
72513
SMD

After about two weeks, not having heard from them, I called and was finally connected to a manager who was familiar with the claim. He acknowledged receiving the information but proceeded to inform me that "my motor home was not part of the recall" but that they, Jayco, had paid the labor cost as a "goodwill gesture"! I ask him why that was the case if it was the same part. He proceeds to explain how recalls work and this was not one of them.

It is apparent that failed switch had the potential to cause **fatal injury** and that our camper was among a number of others with the same problem. The location under the bed in the bedroom is even more significant. Somehow the circuit breaker system failed to prevent an electrical short.

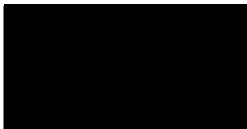
Even if for some reason the recall does not cover the time period covered, the problem is still there and has not been fixed! Even though we were not the original owners, the responsibility to notify subsequent owners of safety defects remains and is standard practice with automobiles and other vehicles.

We hope that your agency will inquire into this matter and we will provide any additional information necessary.

Sincerely,

A large black rectangular redaction box covering the signature area.

Destin, FL 

A black rectangular redaction box covering the address block.

CC: Jayco



2011 JAYCO MELBOURNE CLASS C Recall - Campaign #12V451000

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2011 JAYCO MELBOURNE CLASS C RECALL - #12V451000

RECALL FOR ELECTRICAL SYSTEM

Jayco, Inc., (Jayco) is recalling certain model year 2008-2009 and 2011 Greyhawk Class C motorhomes, model year 2008-2011 Melbourne Class C motorhomes, and 2008-2010 Octane Sport Utility travel trailers manufactured from May 21, 2007, through September 10, 2010, equipped with Iota-brand transfer switches. These trailers may have an improper electrical connection at the buss bar on the affected transfer switches. This improper connection may lead to overheating and melting of the transfer switch.

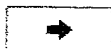
Information provided by the [National Highway Traffic Safety Administration](#).

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Vehicle	2011 JAYCO MELBOURNE CLASS C
Manufacturer	JAYCO, INC.
Manufactured between	5/21/2007 - 9/10/2010
Recalled on	9/14/2012
Influenced by	JAYCO, INC.
Owners Notified on	10/10/2012
# Affected	1,596
Recalled for	ELECTRICAL SYSTEM

Description Jayco, Inc., (Jayco) is recalling certain model year 2008-2009 and 2011 Greyhawk Class C motorhomes, model year 2008-2011 Melbourne Class C motorhomes, and 2008-2010 Octane Sport Utility travel trailers manufactured from May 21, 2007, through September 10, 2010, equipped with Iota-brand transfer switches. These trailers may have an improper electrical connection at the buss bar on the affected transfer switches. This improper connection may lead to overheating and melting of the transfer switch.

Consequences Overheating and melting of the transfer switch increases the risk of a fire.

Corrective action Jayco will notify owners, and dealers will replace the transfer switch, free of charge. The recall began on October 10, 2012. Owners may contact Jayco at 1-800-283-8267.

Notes Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](#).

See also

[The Official Honda Site](#) See Great Offers on a new Honda. Build and Price Yours Online Today! [www.honda.com](#)

[Michelin SUV Tires](#) Find great tires for your vehicle. Find a Michelin dealer near you. [www.michelinman.com](#)

[J E S Electric Co](#) Rewiring Specialist All types of electrical work [rewirepensacola.com](#)

[Automatic Transfer Switch](#) Electrical Components Manufacturer Cam Switch, Time Switch in Taiwan [www.camsc.com.tw](#)

CAMPING WORLD RV SALES
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CUSTOMER WORK ORDER # 42845

WO Date: 10 JUN 13	First Name: [REDACTED]
Tag#: 1974	Customer Name: [REDACTED]
Author: HERMAN.DAVIS	Address: [REDACTED]
Stock No:	: DESTIN, FL
Year: 2011	Postal/Zip: [REDACTED]
Manufacturer: JAYCO	Phone#(res): [REDACTED]
Brand: MELBOURNE	Phone#(bus): [REDACTED]
Model: 26	Cell Phone: [REDACTED]
Length: 34'0"	ExtW Co: [REDACTED]
Serial#: 1FDXE4FSOAD [REDACTED]	ExtW No: [REDACTED]
Chassis#:	Email: [REDACTED]
Miles/Hrs: 7695	NextAction Date: 17 JUN 13
Purchased Date:	Completed Date: 17 JUN 13
Warranty Date:	Invoice#:
Date In: 10 JUN 13	:

Job # Description JOB INFORMATION

1 CUST STATES THAT THE TRANSFERT WITCH
UNDER BED HAS RECALL ON IT. CUST HAS
PART WILL BE IN PASSENGER SEAT. CUST
CALLED JAYCO AND THEY SAID WE CAN DO
THE RECALL.
PER VINH LE THIS IS A JAYCO GOODWILL.

NOTE 1.5 HRS AUTHORIZED.
** WORK ORDER NOTES **
TOP OFF LP TANK...
6/17/13 SPOKE TO [REDACTED] AND SHE
NEEDS THE COACH BACK ON 6/11 TO GET IT
READY FOR TRIP. JIM IS DOING WORK THIS
AM.

Lab Code	Job#	Description	LABOUR	Total
R	1	REPAIRED PER DESCRIPTION	JM	W -N/C-

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
Work Order Total:	0.00

Continued on page 2

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61364170

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T03-1 VR GSC AUTORENE	\$20.00
00980982	
Good Sam Price	
Regular Price \$20.00	
T01-30AMP TRANSFER SW	\$84.99
00042439	
Good Sam Price	
Regular Price \$94.49	

Subtotal \$104.99

Sales Tax T03	\$20.00 @ 0.0%	\$0.00
Sales Tax T01	\$84.99 @ 7.0%	\$5.95

Number of Items Sold 2

Balance to pay ~~\$110.94~~

 \$110.94

Authorization #715399

You saved

\$9.50

Total Member Savings.

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ITS-30RL

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WARNING: MULTIPLE 120 VOLT POWER SOURCE. ALL SOURCES MUST BE SECURED OFF BEFORE SERVICING. FOR YOUR SAFETY, REFER TO A QUALIFIED ELECTRICIAN.

ATTENTION: SOURCES MULTIPLES 120 VOLTS. POUR VOTRE SECURITE, TOUTES LES SOURCES D'ELECTRIQUE DOIVENT ETRE DEBRANCHEES AVANT TOUTE SERVICE (ENTRETIEN OU REPARATION). REFERREZ-VOUS UN ELECTRICIEN PROFESSIONNEL

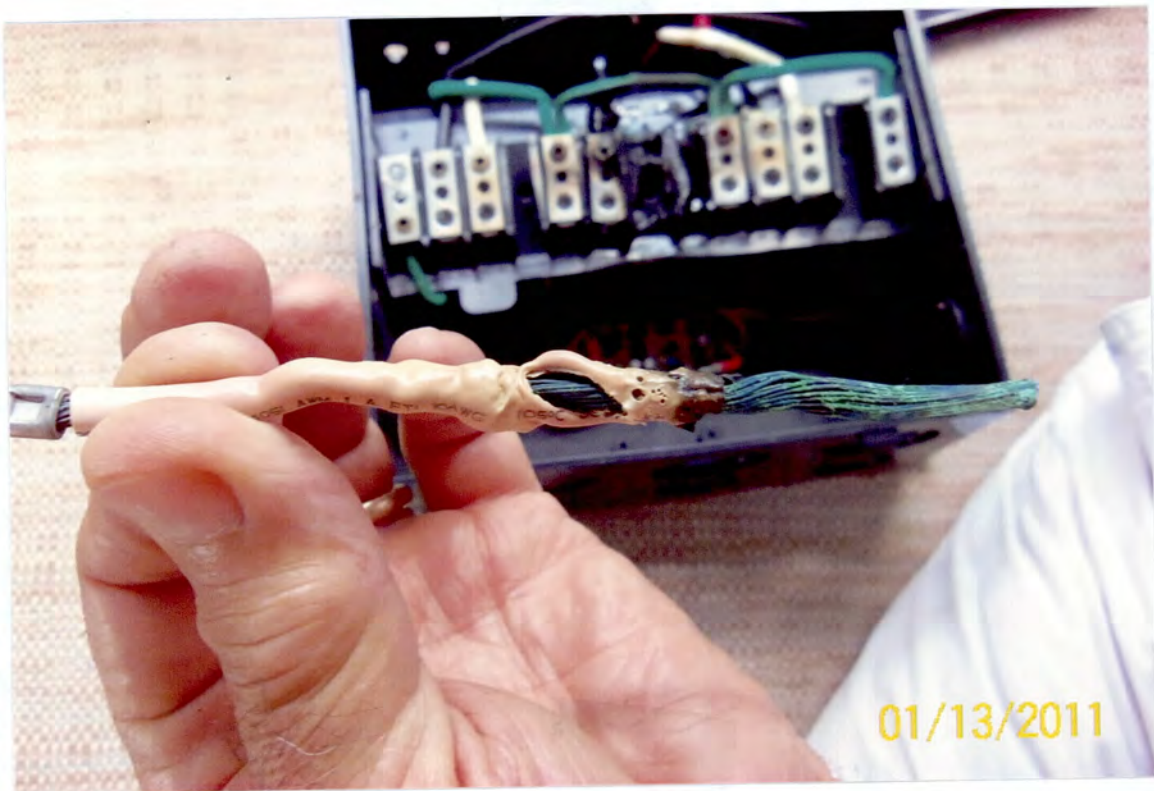
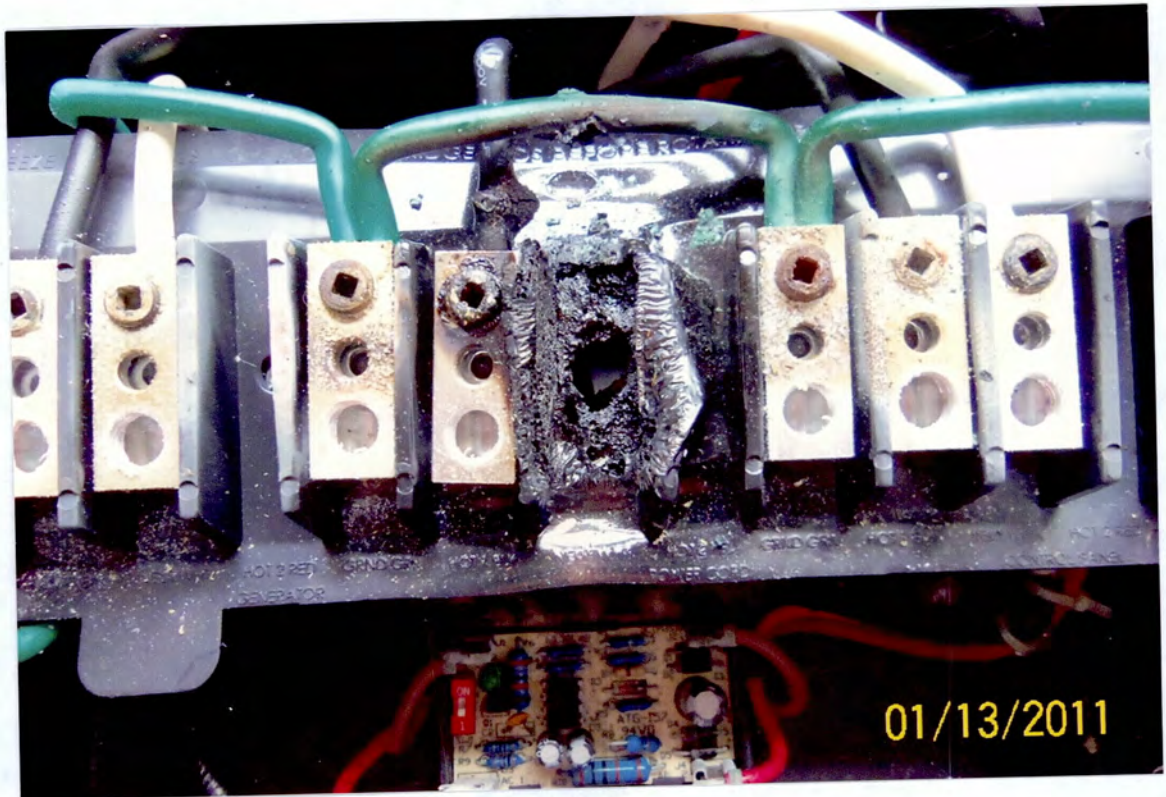
94580-301
REV 080807

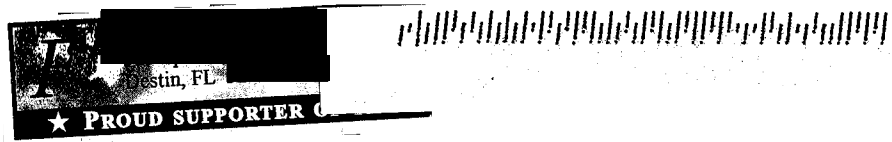
ASSEMBLED IN MEXICO

06/03/2013



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1200 New Jersey Ave.,SE
Washington D.C. 20590