U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

February 24, 2014

[redacted]
Destin, FL [redacted]

NVS-216 am
Ref. No. 10532508

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2011 Jayco Melbourne recreational vehicle (RV). The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you have been experiencing electrical problems in your MY 2011 Jayco Melbourne RV. The last problem occurred at you son's home attempting to plug into a new 30 amp outlet. An electrician determined that the transfer switch and connection bar had melted. You contacted Jayco to report the problem but initially they failed to return your calls. Your son located a recall for your RV and other model Jayco RVs that identifies this electrical problem as the safety defect. You purchased a transfer switch and provided the recall notice to a local repair facility and they replaced it for you. On your behalf the repair facility contacted the manufacturer. Although Jayco told you the RV was not included in the recall they did agree to cover the labor but the not part. You disagree and feel Jayco should pay for the entire repair. Also, you are concerned that the circuit breaker system failed to prevent the electrical short. In addition, although you are not the original owner, you feel that should have been notified of the recall.

We are aware of the recall (NHTSA Safety Recall Campaign No. 12V-451) that addresses a safety defect in the transfer switch in certain MY 2008 through MY 2011 Jayco RVs. According to the repair order you provided your MY 2011 Jayco Melbourne RV is a model 26D. The recall only affects model 29D Jayco Melbourne RVs; therefore, your RV is not eligible for a free

remedy under the recall (enclosed). Also, manufacturers are required to send recall notifications to the owners they have on record. In some cases, a subsequent owner's information may not have been transferred or delayed to the manufacturer by the State department of motor vehicles. We recommend that you continue to work with Jayco for further assistance.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the electrical circuit breaker system in MY 2011 Jayco Melbourne RVs. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request for assistance in obtaining a reimbursement for the part does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Florida Office of the Attorney General regarding your problem and rights under the State law. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You also may consider contacting the Better Business Bureau (BBB). The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recall Campaign

NHTSA#: **12V-451** TC#: **2012-303** Job Code: **9901107**
Flat Rate: **0.7 hrs**

REQUIRES PARTS TO BE ORDERED FROM Jayco for every unit.

ACTION REQUIRED: Replace the Iota transfer switch

MODELS / UNITS:

2008 Models

Greyhawk Class C Motor Home
31SS **81MJ**0051-0435

Octane
T26Y **81VY**0051-0274, 0276-0335, 0348-0361, 0363-0365, 0402-0435
87VY0275, 0336-0347, 0366-0401, 0436-0451

Melbourne Class C Motor Home
29C **81YC**0051-0200

2009 Models

Greyhawk Class C Motor Home
31SS **91MJ**0051-0186
31GS **91MM**0051-0065

Octane Sport Utility Travel Trailer
T29M **91VM**0050-0129
T26Y **91VY**0050-0075, 0088-0105, 0112-0159, 0184-0207
97VY0076-0087, 0106-0111, 0160-0183, 0208-0214

Melbourne Class C Motor Home
29D **91YD**0051-0124

2010 Models

Octane Sport Utility Travel Trailer
T29A **A1VA**0051-0105
T26Y **A1VY**0050-0190

Melbourne Class C Motor Home
26A **A1YA**0051-0086
29D **A1YD**0050-0142

2011 Models

Greyhawk Class C Motor Home
31FK **B1MC**0051-0130
26DS **B1MS**0050-0087

Melbourne Class C Motor Home
29D **B1YD**0051-0111

KIT CONTENTS **12V-451**

30 amp transfer switch
(2) washers
Instruction sheet

Note: Kit can only be ordered using the order form included with this bulletin.

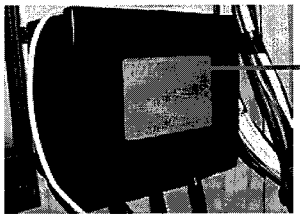
TOOLS/MATERIAL REQ.: Flat Blade Screwdriver
Screw gun with square head bit

INSTRUCTIONS

Remove the existing transfer switch

1. Disable the generator, unplug the shore power cord, and disconnect the negative cable from the 12-volt battery.

2. Locate the existing transfer switch. The transfer switch is typically located near the back side of the 120-volt load center. In most cases this is under the bed. Other locations (depending on the model) include on the floor in the refer/pantry cabinet or on the floor in the wardrobe cabinet. Remove the bed platform (or other associated structure) to gain access to the transfer switch.



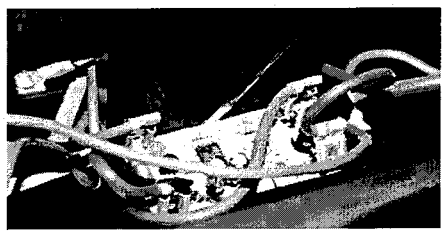
Only replace the transfer switch if it is the Iota brand switch shown.

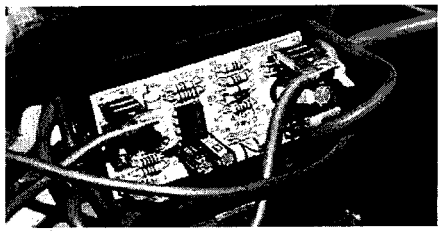
3. Remove the transfer switch cover and label the orange Romex cables entering the transfer switch. Using a "multi" meter set to the 200 volt A/C range **TEST** all circuits inside the transfer switch to verify that all power is turned off. The Romex cable connected to the power cord buss bar should be labeled "shore" and the cable connected to the control panel buss bar should be labeled "panel".

4. Loosen appropriate set screws and remove all wires entering the transfer switch.

5. Remove the screws that fasten the transfer switch box to the RV.

6. **You will need to remove circuit board from the Iota transfer switch and return it to Jayco**. To remove the board, insert a screwdriver in the recessed space at the top of the board and gently pry it towards the bottom of the box and up. Once the board is loose, remove the wires by pulling up at the terminal. Discard the old transfer switch.

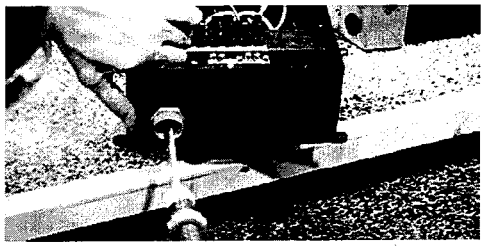




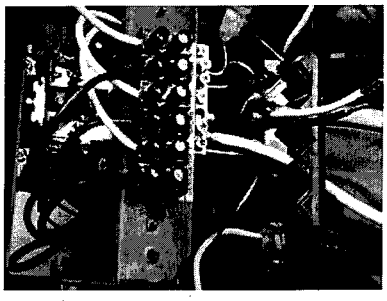
Installing the new transfer switch

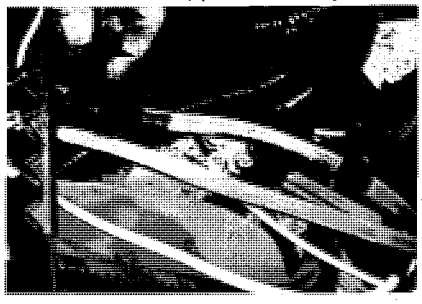
7. Cut off and re-strip all wires as needed. Do not attempt to re-install wires with deformed or otherwise damaged ends.

8. Install the ***generator*** power cable through the opening on the left side of the replacement transfer switch. Use the hole size reduction washers supplied in the recall kit to re-size the hole in the side of the box. Use one washer on each side of the box wall.

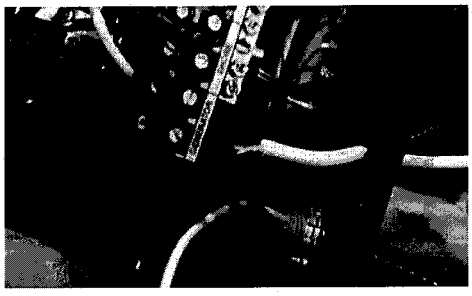


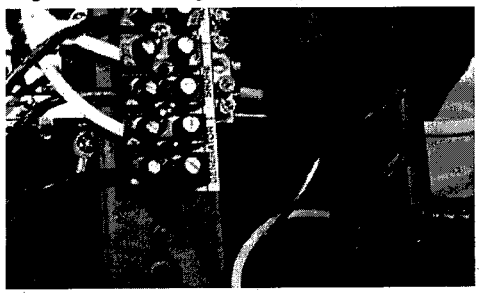
9. Insert the white single 8 gauge ground wire into the second cable entry point from the left, insert the Romex cable labeled "shore" into the middle cable entry point, and insert the Romex cable labeled "panel" into the second cable entry point from the right.





10. Install white single 8 gauge wire and all three bare 10 gauge wires in the ground buss bar. Tighten the appropriate set screws.



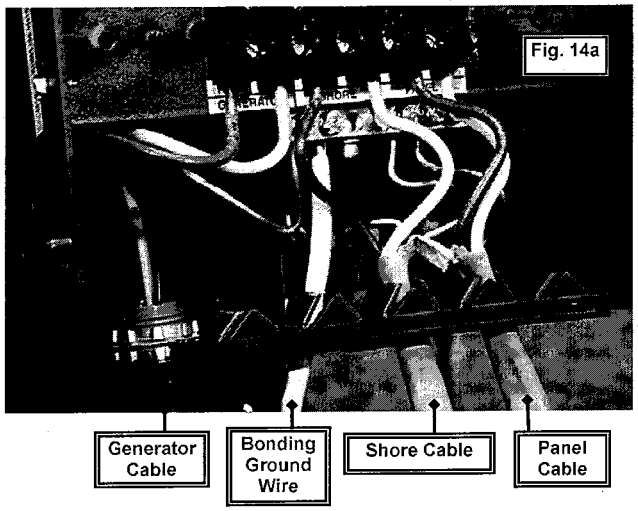


11. Install the black generator wire into the terminal labeled generator "hot" and the white generator wire into the terminal labeled generator "neutral". Tighten the appropriate set screws.

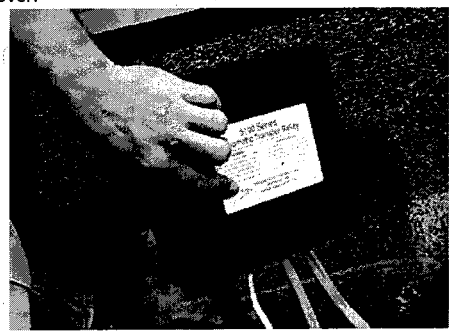
12. Install the black shore wire into the terminal labeled shore "hot" and the white shore wire into the terminal labeled shore. Tighten appropriate set screws.

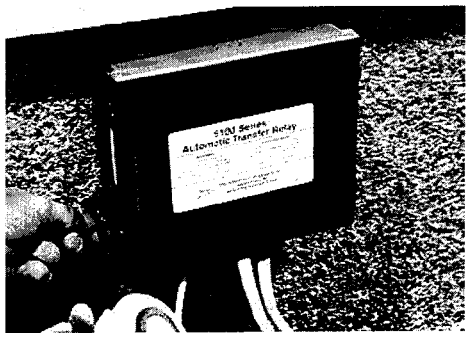
13. Install the black panel wire into the terminal labeled panel "hot" and the white panel wire into the terminal labeled panel "neutral". Tighten appropriate set screws.

14. Verify that all wire connections match those in **Figure 14a**. Torque all connections to the specification listed on the inside surface of the replacement transfer switch cover.



15. Attach the replacement transfer switch to the RV in the original location. Install the transfer switch cover. Install the transfer switch cover.





16. Connect the negative battery cable to the 12-volt battery and plug the shore power cord into a properly wired NEMA TT30 power source.

17. Verify that the 120-volt power comes on inside the RV. Test the 120-volt receptacles in the RV with a polarity tester to verify proper circuit operation.

18. Disconnect the shore power cord and start the generator. After the generator has run for 60 seconds verify that the 120-volt power has come on inside the RV. Test the 120-volt receptacles in the RV with a polarity tester to verify proper circuit operation.
NOTE: This second polarity test <u>MUST</u> be performed to verify correct transfer switch installation.

19. Re-assemble the bed platform used to gain access to the transfer switch cavity (if applicable).