

Temporary Complaint Number (TCN): HDN9-31781

This PDF document is secured and the content is protected

Required Information in **Bold**

AUG 22 2013

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

1 U J B J 0 B P 7 C 1 [Redacted]

Select/Enter Make

JAYCO TRAVEL TRAILER

Enter Model

JAY FLIGHT

Select/Enter Year

2012

Incident Information

Approximate Incident Date

[Date field]

Was there a Crash?

Yes No

Was there a Fire?

Yes No

Failure Mileage

[Mileage field] miles

Number of Persons Injured, if any

[Number field]

Speed (at time of incident)

[Speed field] mph

Number of Deaths, if any

[Number field]

Description (up to 1900 characters)

1821 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

GROSS AND HITCH WEIGHT OF TRAVEL TRAILERS /TOWING SAFETY SEE ATTACHED COPIES

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Select the Component

Failed Component 2

Select the Component

Failed Component 3

Select the Component

Personal Information

First Name

[Redacted]

Last Name

[Redacted]

Email

[Redacted]

(provided earlier and locked for your security)

Daytime Phone

[Redacted]

Evening Phone

[Redacted]

Address 1

[Redacted]

Address 2

[Redacted]

City

SARASOTA

State

FLORIDA

Zip Code

[Redacted]

[REDACTED]  
Sarasota, Fl. [REDACTED]

Phone ([REDACTED]) [REDACTED]  
[REDACTED]

August 15, 2013

Department of Transportation, NHTSA  
Office of Defects Investigation/CRD, NVS-216  
1200 New Jersey Ave., SE  
Washington DC 20590

To Whom It May Concern:

This letter contains safety concerns of towing our Jayco travel trailer.

What we feel should be done to correct the problem is:

To require both the dealerships and the manufacturers of all travel trailers to truthfully and accurately report the overall weight and **especially the hitch weight** of the travel trailers in all literature and to the consumers buying the travel trailers. The weights should include full propane tanks and battery used in the safety equipment. The calculation of weight done by engineering estimate should NOT be allowed, it is not the true and actual weight of the travel trailer. By accurate weighing over loading (over weight) of the vehicle used to pull the travel trailers should not occur and everyone on the highways will be safer. These safety standards can be referenced through the Motor Vehicle Safety Standards laws and regulations.

Sincerely,

[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED]

Enclosed you will find copies of letters that will support our claim.

Copy of letter dated March 15, 2013 to the salesperson at Bates RV from us containing information about the towing problems we are having with our 2012 Jayco Travel Trailer.

Copy of letter dated April 9, 2013 to Tonya Bell, Attorney at UAW Legal Services from us containing information about the towing problems we are having with our Jayco Travel Trailer.

Copy of letter dated April 25, 2013 from Tonya Bell, with a copy of letter sent to Bates RV on our behalf. Bates RV did not respond to Ms. Bell.

Copy of letter dated June 13, 2013 from Tonya Bell, which included a copy of letter sent to Jayco Company on our behalf.

Copy of letter dated July 8, 2013 from Tonya Bell, which includes a copy of the response letter from the Jayco Company.

[REDACTED]

[REDACTED]  
Sarasota, FL [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

March 15, 2013

Joni Patterson  
4656 McIntosh Rd.  
Dover, FL. 33527

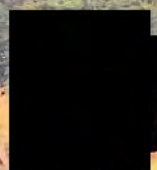
Dear Joni

*Enclosed in the email's attachment you will find copies of:  
2012 Jayco Jay Flight 26RLS informational booklet.  
Unloaded Weight and Dry Hitch Weight specification page  
2012 GMC Sierra Truck Window Sticker  
2012 GMC Sierra Truck Owner's Manual showing the Maximum Trailer  
Weight and Maximum Tongue Weight specification pages  
The certified weight slips from Sarasota County scales showing the Hitch  
Weight and Total Weight of the trailer.*

*After looking at all the information in the attachments, you will see that the  
Hitch Weight of the trailer is 280 pounds heavier than what is listed in the  
Jayco information booklet. The Maximum Tongue Weight with Weight  
Distributing hitch has only another 40 pounds before that weight reaches  
the maximum for the truck. With the above total weight we would be unable  
to carry any items in the trailer before reaching an unsafe weight.*

*If we had received the correct specifications we would have not purchased  
this Jayco trailer. What are our options for correcting this unsafe and  
unacceptable situation?*

Sincerely,  
[REDACTED]



JAY FLIGHT® | TRAVEL AND PARK TRAILERS BY JAYCO®

AMERICA'S MOST LIVEABLE RV'S.



DEALER NAME & ADDRESS BATES RV EXCHANGE		INV. REF. NO. 847380
DOVER	B1-3705 FL 33527	SERIAL NUMBER 1UJBJ0BP7C1
		MODEL YEAR 2012
		MODEL 26RLS JAY FLIGHT
		12TT

THE FOLLOWING ITEMS ARE STANDARD ON THIS MODEL AT NO EXTRA CHARGE.

MANUFACTURER'S SUGGESTED RETAIL PRICE ON THIS MODEL 22,906.00

OPTIONAL EQUIPMENT INSTALLED ON THIS VEHICLE BY MANUFACTURER

- \*WARRANTY, 2 YEAR LIMITED
- ALARM, CARBON MONOXIDE
- ALARM, PROPANE
- ALARM, SMOKE
- ALUMINUM, .024" EXTERIOR SKIN
- ANTENNA, ROOF MOUNT RADIO
- AXLES, EASY LUBE
- CABINETRY, CONCORD CHERRY GLAZD
- CABINETS, SCRWD LMBR CORE STILE
- CABLE HOOKUP, TV
- CONVERTER, BUILT IN BATTERY CHGR
- COVERING, POLYFLEX UNDERFLOOR
- DIAMOND PLATE, FRONT WALL
- DOORS, LOCKABLE OUTSIDE STORAGE
- DOORS, RADIUS ENTRANCE/BAGGAGE
- EXTINGUISHER, FIRE
- FLOOR, PLYWOOD TONGUE & GROOVE
- FURNACE, AUTO-IGN W/THERMSTAT
- GUIDES, DRAWER BALL BEARING
- HEAT, FLOOR DUCTED
- INSULATION, FULL R-7
- JACKS, STABILIZER - 2 PAIR
- LIGHT, PATIO W/INSIDE SWITCH
- LIGHTING, 12V HIGH-INTENSITY
- LINOLEUM, KITCHEN/BATH & ENTRY
- MATTRESS, INNERSPRING
- MONITOR PANEL, SYSTEM
- POWER CORD, 30 AMP SHORE
- PUMP, WATER 12V
- RANGE, 3-BURNER PIEZO IGNITER
- RECEPT, 110V GFCI-EXTERIOR
- REFRIGERATOR, FLUSH MOUNT 2-DR
- ROOF, RUBBER
- ROOF, 3/8" WALK-ON DECKING
- SHADES, PLEATED NIGHT
- SINK, ACRYLIC KITCHEN
- SOFA, J-STEEL
- SPEAKERS, OUTSIDE
- STEPS, RETRACTABLE ENTRANCE
- STRUTS, GAS BED
- TIRES, RADIAL
- TOILET, PORCELAIN W/FOOT PEDAL
- WATER FILL, GRAVITY
- WATER HEATER, GAS/ELECTRIC
- WATER HOOK UP, CITY
- WHEEL WELLS, GALVANIZED
- WINDOWS, SAFETY GLASS

- CUSTOMER VALUE PKG-15M A/C 2143.00
- ROOF A/C .00
- 30#LP BOTTLES W/ABS COVER(2) .00
- ABS SHOWER SURROUND .00
- BATH SKYLIGHT .00
- MICROWAVE .00
- OUTSIDE SHOWER .00
- OVEN .00
- POWER VENT IN BATHROOM .00
- WATER HEATER BYPASS .00
- DRIFTWOOD .00
- ETITE PACKAGE 957.00
- HIDE-A-BED 521.00
- TECHNOLOGY PACKAGE 686.00
- THERMAL PACKAGE W/FOIL 443.00
- TIRE SPARE W/CARRIER 214.00
- AWNING, POWER 214.00
- LADDER, ROOF 93.00



AMERICA'S MOST LIVEABLE RVS.

28,177.00  
.00

This vehicle was manufactured with low emission wood products certified by the California Air Resources Board

JAYCO RESERVES THE RIGHT TO CHANGE PRICE AND SPECIFICATIONS WITHOUT NOTICE

UNIT TOTAL	
DESTINATION CHARGE	1563.61
DEALER PREP	

DEALER INSTALLED OPTIONS

MSRP \$ 29740.61

TOTAL AMOUNT DOES NOT INCLUDE STATE AND LOCAL TAXES OR LICENSE FEES. THE PRICE SHOWN ABOVE MAY OR MAY NOT BE REPRESENTATIVE OF THE ACTUAL SELLING PRICE OF SIMILAR RECREATIONAL VEHICLES IN YOUR AREA.

SARASOTA COUNTY - CCSWDC  
4000 Knights Trail Road  
Nokomis, FL 34275  
941-861-5000

---IN--- ---OUT---  
DATE: 03/15/13 03/15/13  
TIME: 14:46 14:46  
ID: ALT ALT  
TRUCK: 099 TRAILER:

TRANS #: 1032618

ACCT: 001  
COMPANY: ALL CASH SALES  
VEHICLE: Pick up

TRANSACTION: 30 - Certified Weight  
MATERIAL: 500 - Weight Sale  
ORIGIN: 10 - Residential  
DESTINATION: 10 - Central County Landfill  
PAYMENT: 2 - Cash  
RATE: \$5.00/ff

ACCT BALANCE: 0.00

	-LBS-	-TNS-
GROSS:	6020	3.01
TARE:	6020	3.01
NET:	00	0.00

TOTAL FEE: \$5.00

SIGNATURE: \_\_\_\_\_  
NOTE: TOTAL WEIGHT

SARASOTA COUNTY - CCSWDC  
4000 Knights Trail Road  
Nokomis, FL 34275  
941-861-5000

---IN--- ---OUT---  
DATE: 03/15/13 03/15/13  
TIME: 14:45 14:45  
ID: ALT ALT  
TRUCK: 099 TRAILER:

TRANS #: 1032617

ACCT: 001  
COMPANY: ALL CASH SALES  
VEHICLE: Pick up

TRANSACTION: 30 - Certified Weight  
MATERIAL: 500 - Weight Sale  
ORIGIN: 10 - Residential  
DESTINATION: 10 - Central County Landfill  
PAYMENT: 2 - Cash  
RATE: \$5.00/ff

ACCT BALANCE: 0.00

	-LBS-	-TNS-
GROSS:	1060	0.53
TARE:	1060	0.53
NET:	00	0.00

TOTAL FEE: \$5.00

SIGNATURE: \_\_\_\_\_  
NOTE: HITCH WEIGHT







WE ARE PROFESSIONAL GRADE.™

# 2012 SIERRA 1500 2WD REG CAB W/T

EXTERIOR: QUICKSILVER N  
INTERIOR: DARK TITANIUM

## STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

5 YEAR / 100,000 MILE  
POWERTRAIN LIMITED WARRANTY  
SEE DEALER FOR DETAILS

### MECHANICAL

- VORTEC 4.3L V6
- COIL-OVER-SHOCK FRONT SUSP
- MULTI-LEAF REAR SPRING SUSP
- Z83 SMOOTH RIDE SUSPENSION
- BOXED FRAME DESIGN W/  
HYDROFORMED TECHNOLOGY
- 145 AMP ALTERNATOR
- PWR RACK AND PINION STEERING

### SAFETY & SECURITY

- 4-WHEEL ABS W/ DYNAMIC REAR  
PROPORTIONING
- DUAL STAGE DRIVER/RT FRT PASS  
AIR BAGS W/PASS SENSING SYSTEM
- HEAD CURTAIN SIDE AIRBAGS W/  
ROLLOVER PROTECTION

- SEAT-MOUNTED SIDE-IMPACT  
AIRBAGS, DRIVER AND  
RIGHT-FRONT PASSENGER
- DAYTIME RUNNING LAMPS
- AUTO HEADLAMPS W/FLASH-TO-PASS
- STABILITRAK-STABILITY CONTROL  
WITH TRAILER SWAY CONTROL  
AND HILL START ASSIST
- SPARE TIRE LOCK
- TIRE PRESSURE MONITOR SYSTEM  
(DOES NOT APPLY TO SPARE TIRE)

### EXTERIOR

- CHROME REAR BUMPER
- 17" FULLSIZE SPARE
- ALL-SEASON TIRES
- FOLDING OUTSIDE MIRRORS
- CARGO BOX ILLUMINATION
- SOLAR-RAY TINTED GLASS

### INTERIOR

- AIR CONDITIONING
- 40/20/40 SPLIT BENCH FRT SEAT
- DUAL GLOVE BOX STORAGE

- AM/FM STEREO W/ SEEK AND SCAN
- DRIVER INFO. CENTER DISPLAY
- INTERMITTENT WIPERS
- 4-GAUGE CLUSTER W/TACHOMETER
- 12-VOLT AUX PWR OUTLET
- TILT STEERING WHEEL
- CRUISE CONTROL
- RUBBERIZED VINYL FLR COVERING

### OTHER

- BATTERY RUN DOWN PROTECTION
- OIL LIFE MONITORING SYSTEM
- 24 HOUR ROADSIDE ASSISTANCE

## OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

**STANDARD VEHICLE PRICE \$22,195.00**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

- WORK TRUCK PLUS PACKAGE: 785.00
- CHROME-STYLED STEEL WHEELS
- CHROME GRILLE

- FRONT FOG LAMPS
- FRONT TOW HOOKS

VORTEC 5.3L V8 SFI ENGINE	1,770.00
W/ACTIVE FUEL MANAGEMENT & FLEX-FUEL CAPABILITY AND 6-SPEED AUTOMATIC TRANSMISSION	
WINDOWS, LOCKS AND MIRRORS, PWR	920.00
HEAVY DUTY COOLING PKG INCL:	230.00
•ENGINE OIL COOLER	
•FD TRANSMISSION OIL COOLER	
AM/FM STEREO WITH CD PLAYER (REPLACES STD/OPT PKG RADIO)	170.00
CARPETED FLR COVERING W/VINYL MATS	100.00
6,400 LBS GVWR	INC.
REAR AXLE, 3.42 RATIO	INC.

TOTAL OPTIONS	\$3,975.00
TOTAL VEHICLE & OPTIONS	\$26,170.00
DESTINATION CHARGE	995.00

## EPA Fuel Economy Estimates

GASOLINE  
CITY MPG

# 15

FLEXIBLE FUEL VEHICLE\*  
GASOLINE - ETHANOL(E85)

Estimated  
Annual Fuel Cost

# \$3.263

GASOLINE  
HIGHWAY MPG

# 21

## GOVERNMENT 5-STAR SAFETY RATING

### Overall Vehicle Score

★★★★★

Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

### Frontal Crash

Driver  
Passenger

★★★★★  
★★★★★

Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

## 9-80 Driving and Operating

Use the following chart to determine how much the vehicle can weigh, based upon the vehicle model and options. Weights listed apply for conventional trailers and fifth-wheel trailers unless otherwise noted.

Vehicle	Axle Ratio	Maximum Trailer Weight	GCWR (a)
1500 Series 2WD Regular Cab Standard Box			
4.3LV6 (b)	3.23	2 177 kg (4,800 lbs)	4 309 kg (9,500 lbs)
4.3LV6 — With Automatic Transmission (b)	3.73	2 449 kg (5,400 lbs)	4 536 kg (10,000 lbs)
4.3LV6 — With Manual Transmission (b)	3.73	1 860 kg (4,100 lbs)	3 938 kg (8,683 lbs)
4.8LV8 (b)	3.23	2 132 kg (4,700 lbs)	4 309 kg (9,500 lbs)
4.8LV8 (b)	3.73	3 266 kg (7,200 lbs)	5 443 kg (12,000 lbs)
5.3L LMG V8 (b)	3.08	2 994 kg (6,600 lbs)	5 216 kg (11,500 lbs)
5.3L LMG V8, K5L HD Cooling Pkg	3.08	3 357 kg (7,400 lbs)	5 534 kg (12,200 lbs)
5.3L LMG V8 K5L HD Cooling Pkg	3.42	4 128 kg (9,100 lbs)	6 350 kg (14,000 lbs)
1500 Series 2WD Extended Cab Standard Box			
4.3LV6 (b)	3.23	1 996 kg (4,400 lbs)	4 309 kg (9,500 lbs)
4.8LV8 (b)	3.23	2 132 kg (4,700 lbs)	4 536 kg (10,000 lbs)
4.8LV8 (b)	3.73	3 039 kg (6,700 lbs)	5 443 kg (12,000 lbs)

## Driving and Operating 9-93

Vehicle Series	Hitch Type	Maximum Tongue Weight
1500	Weight Carrying	272 kg (600 lbs)
1500	Weight Distributing	499 kg (1,100 lbs)
1500	Fifth-Wheel Gooseneck	680 kg (1,500 lbs)
2500/3500 Standard Box	Weight Carrying or Weight Distributing	680 kg (1,500 lbs)
2500/3500 Long Box	Weight Carrying or Weight Distributing	907 (2,000 lbs)
2500	Fifth-Wheel Gooseneck	1 361 kg (3,000 lbs)
3500 Single Rear Wheels	Fifth-Wheel Gooseneck	1 814 kg (4,000 lbs)
3500 Dual Rear Wheels	Fifth-Wheel Gooseneck	2 495 kg (5,500 lbs)
*816 kg (41,800 lbs) for vehicles built before October, 2011. Check the hitch rating label for correct maximum for the vehicle.		

Do not exceed the maximum allowable tongue weight for the vehicle. Choose the shortest hitch extension that will position the hitch

ball closest to the vehicle. This will help reduce the effect of trailer tongue weight on the rear axle.

Trailering may be limited by the vehicle's ability to carry tongue weight. Tongue or kingpin weight cannot cause the vehicle to exceed the GVWR (Gross Vehicle Weight Rating) or the RGAWR (Rear Gross Axle Weight Rating). See "Total Weight on the Vehicle's Tires" later in this section for more information.

After loading the trailer, weigh the trailer and then the tongue, separately, to see if the weights are proper. If they are not, adjustments might be made by moving some items around in the trailer.

### Total Weight on the Vehicle's Tires

Be sure the vehicle's tires are inflated to the inflation pressures found on the Certification Tire label on the drivers door or see *Vehicle Load Limits on page 9-16* for more information.

[REDACTED]

Sarasota, FL  
Phone: [REDACTED]  
Email: [REDACTED]

April 9, 2013

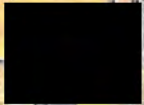
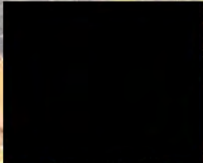
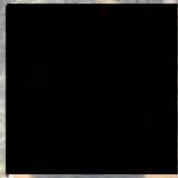
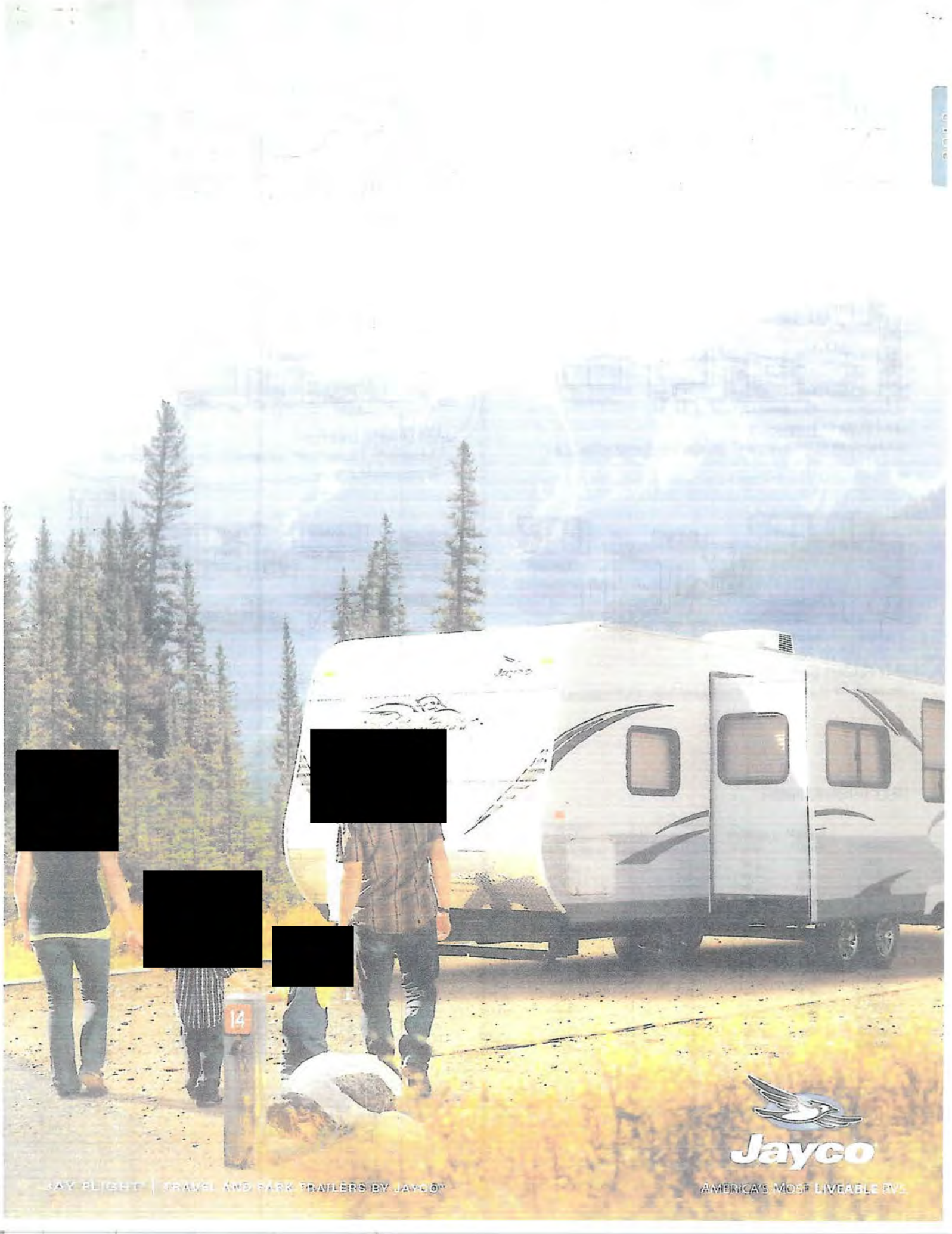
*Tomya Bell*  
2454 McMullen Booth Rd.  
Bldg B- Suite 425  
Clearwater, FL. 33759  
Case # 13-1108

*Dear Tomya Bell,*

*Enclosed you will find:*  
*Our first contact notes with the representatives of Jayco on March 26, 2013.*  
*The fax sheet that sent the information to Bates RV dealership per Jayco instructions.*  
*Letter of our concerns.*  
*Copy of information pages from the Jayco booklet.*  
*Copies of the certifies weight slips from Sarasota County.*  
*Copy of the window sticker of our GMC-2012 Sierra 1500 truck.*  
*Copies of the pages from the owners manual showing the truck towing information*  
*Copies of the purchase contract for the trailer.*  
*Pictures of the trailer being weighted.*  
*Pictures of the ID tags attached on the trailer .*

*As you review and compare; trailer weight listed on ID tags to the information in the Jayco booklet, to the weight slips from Sarasota County, and then the towing information listed in the GMC manual. You will soon see that the Jayco Co. misrepresented the hitch weight of the trailer, so we would think our truck was suitable for towing this trailer.*  
*Jayco claims in their disclaimer that they are allow to change specification whenever they want to.*  
*We understand thing change, but they should be required to notify the purchasers of any change before they buy the trailer.*  
*Does the Motor Vehicle Safety Standards apply to our situation?*  
*Sincerely,*

[REDACTED]



JAY FLIGHT | TRAVEL AND PARK TRAILERS BY JAYCO®

AMERICA'S MOST LIVEABLE RV'S

SARASOTA COUNTY - CCSWDC  
4000 Knights Trail Road  
Nokomis, FL 34275  
941-861-5000

---IN--- ---OUT---  
DATE: 03/15/13 03/15/13  
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ID: ALT ALT  
TRUCK: 099 TRAILER:

TRANS #: 1032618  
ACCT: 001  
COMPANY: ALL CASH SALES  
VEHICLE: Pick up

TRANSACTION: 30 - Certified Weight  
MATERIAL: 500 - Weight Sale  
ORIGIN: 10 - Residential  
DESTINATION: 10 - Central County Landfill  
PAYMENT: 2 - Cash  
RATE: \$5.00/ff

ACCT BALANCE: 0.00

	-LBS-	-TNS-
GROSS:	6020	3.01
TARE:	6020	3.01
NET:	00	0.00

TOTAL FEE: \$5.00

SIGNATURE: \_\_\_\_\_  
NOTE: TOTAL WEIGHT

SARASOTA COUNTY - CCSWDC  
4000 Knights Trail Road  
Nokomis, FL 34275  
941-861-5000

---IN--- ---OUT---  
DATE: 03/15/13 03/15/13  
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TRUCK: 099 TRAILER:

TRANS #: 1032617  
ACCT: 001  
COMPANY: ALL CASH SALES  
VEHICLE: Pick up

TRANSACTION: 30 - Certified Weight  
MATERIAL: 500 - Weight Sale  
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DESTINATION: 10 - Central County Landfill  
PAYMENT: 2 - Cash  
RATE: \$5.00/ff

ACCT BALANCE: 0.00

	-LBS-	-TNS-
GROSS:	1060	0.53
TARE:	1060	0.53
NET:	00	0.00

TOTAL FEE: \$5.00

SIGNATURE: \_\_\_\_\_  
NOTE: HITCH WEIGHT

DATE: 12/11

PRESS. / COLD INFL.  
PRESS. / GONFL FROID

TIRES / JANTES	PSI / LPC	KPA
D 15 X 6 JJ	65	449
		0000
D 15 X 6 JJ	65	0449

TRAILER / REMORQUE

CONFORME À TOUTES LES NORMES QUI  
APPLICABLES EN VERTU DU RÈGLEMENT  
UNITE DE VEHICULES AUTOMOBILES  
ET DES ETATS UNIS EN VIGUEUR À LA DATE  
INDIQUÉE CI-DESSUS.

RECREATION VEHICLE TRAILER CARGO CARRYING CAPACITY

VIN: 1UJBJ0BP7C1 [REDACTED]

THE WEIGHT OF CARGO SHOULD NEVER EXCEED:  
703 kg. OR ( 1549 Lbs.)

CAUTION:

A FULL LOAD OF WATER EQUALS 324 kg. OR ( 714 Lbs.) OF  
CARGO @ 1 kg/L(8.3 Lb/GAL)

THE WEIGHT OF THIS RECREATION VEHICLE TRAILER AS COMPLETED AT  
THE FACTORY WITH FULL PROPANE CYLINDER(S) AND FULL GENERATOR  
FUEL IF APPLICABLE IS:  
3156 kg. OR (6951 Lbs.)

CONSULT YOUR DEALER AND SEE OWNER'S MANUAL FOR DEFINITIONS,  
ADDITIONAL WEIGHT, LOADING, WEIGHING INFORMATION AND  
TOWING GUIDELINES



TIRE  
RENSEIGNEMENTS

The weight of ca  
Le poids du chargement ne

TIRE PNEU	SIZE DIMENSIONS
FRONT AVANT	ST225/75R150
REAR ARRIERE	ST225/75R150
SPARE DE SECOURS	ST225/75R150







WE ARE PROFESSIONAL GRADE.™

# 2012 SIERRA 1500 2WD REG CAB W/T

EXTERIOR: QUICKSILVER N  
INTERIOR: DARK TITANIUM

## STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

5 YEAR / 100,000 MILE  
POWERTRAIN LIMITED WARRANTY  
SEE DEALER FOR DETAILS

### MECHANICAL

- VORTEC 4.3L V6
- COIL-OVER-SHOCK FRONT SUSP
- MULTI-LEAF REAR SPRING SUSP
- Z83 SMOOTH RIDE SUSPENSION
- BOXED FRAME DESIGN W/  
HYDROFORMED TECHNOLOGY
- 145 AMP ALTERNATOR
- PWR RACK AND PINION STEERING

### SAFETY & SECURITY

- 4-WHEEL ABS W/ DYNAMIC REAR  
PROPORTIONING
- DUAL STAGE DRIVER/RT FRT PASS  
AIR BAGS W/PASS SENSING SYSTEM
- HEAD CURTAIN SIDE AIRBAGS W/  
ROLLOVER PROTECTION

- SEAT-MOUNTED SIDE-IMPACT  
AIRBAGS, DRIVER AND  
RIGHT-FRONT PASSENGER
- DAYTIME RUNNING LAMPS
- AUTO HEADLAMPS W/FLASH-TO-PASS
- STABILITRAK-STABILITY CONTROL  
WITH TRAILER SWAY CONTROL  
AND HILL START ASSIST
- SPARE TIRE LOCK
- TIRE PRESSURE MONITOR SYSTEM  
(DOES NOT APPLY TO SPARE TIRE)

### EXTERIOR

- CHROME REAR BUMPER
- 17" FULLSIZE SPARE
- ALL-SEASON TIRES
- FOLDING OUTSIDE MIRRORS
- CARGO BOX ILLUMINATION
- SOLAR-RAY TINTED GLASS

### INTERIOR

- AIR CONDITIONING
- 40/20/40 SPLIT BENCH FRT SEAT
- DUAL GLOVE BOX STORAGE

- AM/FM STEREO W/ SEEK AND SCAN
- DRIVER INFO. CENTER DISPLAY
- INTERMITTENT WIPERS
- 4-GAUGE CLUSTER W/TACHOMETER
- 12-VOLT AUX PWR OUTLET
- TILT STEERING WHEEL
- CRUISE CONTROL
- RUBBERIZED VINYL FLR COVERING

### OTHER

- BATTERY RUN DOWN PROTECTION
- OIL LIFE MONITORING SYSTEM
- 24 HOUR ROADSIDE ASSISTANCE

## OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

**STANDARD VEHICLE PRICE \$22,195.00**

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE  
STANDARD EQUIPMENT SHOWN)

- WORK TRUCK PLUS PACKAGE: 785.00
- CHROME-STYLED STEEL WHEELS
- CHROME GRILLE

- FRONT FOG LAMPS
- FRONT TOW HOOKS

VORTEC 5.3L V8 SFI ENGINE ★	1,770.00
W/ACTIVE FUEL MANAGEMENT & FLEX-FUEL CAPABILITY AND 6-SPEED AUTOMATIC TRANSMISSION WINDOWS, LOCKS AND MIRRORS, PWR	920.00
HEAVY DUTY COOLING PKG INCL:	230.00
•ENGINE OIL COOLER ★	
•HD TRANSMISSION OIL COOLER ★	
AM/FM STEREO WITH CD PLAYER (REPLACES STD/OPT PKG RADIO)	170.00
CARPETED FLR COVERING W/VINYL MATS	100.00
6,400 LBS GVWR	INC.
REAR AXLE, 3.42 RATIO ★	INC.

TOTAL OPTIONS	\$3,975.00
TOTAL VEHICLE & OPTIONS	\$26,170.00
DESTINATION CHARGE	995.00

## EPA Fuel Economy Estimates

GASOLINE  
CITY MPG

# 15

**FLEXIBLE FUEL VEHICLE\***  
GASOLINE - ETHANOL(E85)

Estimated  
Annual Fuel Cost

# \$3.263

GASOLINE  
HIGHWAY MPG

# 21

## GOVERNMENT 5-STAR SAFETY RATING

### Overall Vehicle Score

★★★★★

Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

Frontal  
Crash

Driver  
Passenger

★★★★★  
★★★★★

Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

Use the following chart to determine how much the vehicle can weigh, based upon the vehicle model and options. Weights listed apply for conventional trailers and fifth-wheel trailers unless otherwise noted.

Vehicle	Axle Ratio	Maximum Trailer Weight	GCWR (a)
<b>1500 Series 2WD Regular Cab Standard Box</b>			
4.3L V6 (b)	3.23	2 177 kg (4,800 lbs)	4 309 kg (9,500 lbs)
4.3L V6 — With Automatic Transmission (b)	3.73	2 449 kg (5,400 lbs)	4 536 kg (10,000 lbs)
4.3L V6 — With Manual Transmission (b)	3.73	1 860 kg (4,100 lbs)	3 938 kg (8,683 lbs)
4.8L V8 (b)	3.23	2 132 kg (4,700 lbs)	4 309 kg (9,500 lbs)
4.8L V8 (b)	3.73	3 266 kg (7,200 lbs)	5 443 kg (12,000 lbs)
5.3L LMG V8 (b)	3.08	2 994 kg (6,600 lbs)	5 216 kg (11,500 lbs)
5.3L LMG V8, K5L HD Cooling Pkg	3.08	3 357 kg (7,400 lbs)	5 534 kg (12,200 lbs)
★ 5.3L LMG V8 K5L HD Cooling Pkg	3.42	4 128 kg (9,100 lbs)	6 350 kg (14,000 lbs)
<b>1500 Series 2WD Extended Cab Standard Box</b>			
4.3L V6 (b)	3.23	1 996 kg (4,400 lbs)	4 309 kg (9,500 lbs)
4.8L V8 (b)	3.23	2 132 kg (4,700 lbs)	4 536 kg (10,000 lbs)
4.8L V8 (b)	3.73	3 039 kg (6,700 lbs)	5 443 kg (12,000 lbs)

Vehicle Series	Hitch Type	Maximum Tongue Weight
1500	Weight Carrying	272 kg (600 lbs)
★ 1500	Weight Distributing	499 kg (1,100 lbs)
1500	Fifth-Wheel Gooseneck	680 kg (1,500 lbs)
2500/3500 Standard Box	Weight Carrying or Weight Distributing	680 kg (1,500 lbs)
2500/3500 Long Box	Weight Carrying or Weight Distributing	907 (2,000 lbs)
2500	Fifth-Wheel Gooseneck	1 361 kg (3,000 lbs)
3500 Single Rear Wheels	Fifth-Wheel Gooseneck	1 814 kg (4,000 lbs)
3500 Dual Rear Wheels	Fifth-Wheel Gooseneck	2 495 kg (5,500 lbs)
*816 kg (41,800 lbs) for vehicles built before October, 2011. Check the hitch rating label for correct maximum for the vehicle.		

Trailer may be limited by the vehicle's ability to carry tongue weight. Tongue or kingpin weight cannot cause the vehicle to exceed the GVWR (Gross Vehicle Weight Rating) or the RGAWR (Rear Gross Axle Weight Rating). See "Total Weight on the Vehicle's Tires" later in this section for more information.

After loading the trailer, weigh the trailer and then the tongue, separately, to see if the weights are proper. If they are not, adjustments might be made by moving some items around in the trailer.

**Total Weight on the Vehicle's Tires**

Be sure the vehicle's tires are inflated to the inflation pressures found on the Certification Tire label on the drivers door or see *Vehicle Load Limits* on page 9-16 for more information.

Do not exceed the maximum allowable tongue weight for the vehicle. Choose the shortest hitch extension that will position the hitch

ball closest to the vehicle. This will help reduce the effect of trailer tongue weight on the rear axle.



manufacturer's Suggested Retail Price

DEALER NAME & ADDRESS  
BATES RV EXCHANGE  
DOVER FL 33527  
B13705

INVOICE NO. 847380  
SERIAL NUMBER 1UJBJ0BP7C1  
MODEL YEAR 2012  
MODEL 26RLS JAY FLIGHT 12TT

THE FOLLOWING ITEMS ARE STANDARD ON THIS MODEL AT NO EXTRA CHARGE.

MANUFACTURER'S SUGGESTED RETAIL PRICE ON THIS MODEL 22,906.00

\*WARRANTY, 2 YEAR LIMITED  
ALARM, CARBON MONOXIDE  
ALARM, PROPANE  
ALARM, SMOKE  
ALUMINUM, .024" EXTERIOR SKIN  
ANTENNA, ROOF MOUNT RADIO  
AXLES, EASY LUBE  
CABINETRY, CONCORD CHERRY GLAZD  
CABINETS, SCRWD LMBR CORE STILE  
CABLE HOOKUP, TV  
CONVERTER, BUILT IN BATTERY CHGR  
COVERING, POLYFLEX UNDERFLOOR  
DIAMOND PLATE, FRONT WALL  
DOORS, LOCKABLE OUTSIDE STORAGE  
DOORS, RADIUS ENTRANCE/BAGGAGE  
EXTINGUISHER, FIRE  
FLOOR, PLYWOOD TONGUE & GROOVE  
FURNACE, AUTO-IGN W/THERMSTAT  
GUIDES, DRAWER BALL BEARING  
HEAT, FLOOR DUCTED  
INSULATION, FULL R-7  
JACKS, STABILIZER - 2 PAIR  
LIGHT, PATIO W/INSIDE SWITCH  
LIGHTING, 12V HIGH-INTENS  
LINOLEUM, KITCHEN/BATH & ENTRY  
MATTRESS, INNERSPRING  
MONITOR PANEL, SYSTEM  
POWER CORD, 30 AMP SHORE  
PUMP, WATER 12V  
RANGE, 3-BURNER PIEZO IGNITER  
RECEPT, 110V GFCI-EXTERIOR  
REFRIGERATOR, FLUSH MOUNT 2-DR  
ROOF, RUBBER  
ROOF, 3/8" WALK-ON DECKING  
SHADES, PLEATED NIGHT  
SINK, ACRYLIC KITCHEN  
SOFA, J-STEEL  
SPEAKERS, OUTSIDE  
STEPS, RETRACTABLE ENTRANCE  
STRUTS, GAS BED  
TIRES, RADIAL  
TOILET, PORCELAIN W/FOOT PEDAL  
WATER FILL, GRAVITY  
WATER HEATER, GAS/ELECTRIC  
WATER HOOK UP, CITY  
WHEEL WELLS, GALVANIZED  
WINDOWS, SAFETY GLASS

OPTIONAL EQUIPMENT INSTALLED ON THIS VEHICLE BY MANUFACTURER  
CUSTOMER VALUE PKG-15M A/C 2143.00  
-ROOF A/C .00  
-30#LP BOTTLES W/ABS COVER(2) .00  
-ABS SHOWER SURROUND .00  
-BATH SKYLIGHT .00  
-MICROWAVE .00  
-OUTSIDE SHOWER .00  
-OVEN .00  
-POWER VENT IN BATHROOM .00  
-WATER HEATER BYPASS .00  
DRIFTWOOD .00  
HIDE-A-BED PACKAGE 957.00  
HIDE-A-BED 521.00  
TECHNOLOGY PACKAGE 686.00  
THERMAL PACKAGE W/FOIL 443.00  
TIRE SPARE W/CARRIER 214.00  
WARRANTY, POWER 214.00  
LADDER, ROOF 93.00

This vehicle was manufactured with low emission wood products certified by the California Air Resources Board

JAYCO RESERVES THE RIGHT TO CHANGE PRICE AND SPECIFICATIONS WITHOUT NOTICE

Jayco  
AMERICA'S MOST LIVEABLE RVS.  
28,177.00  
.00

UNIT TOTAL	
DESTINATION CHARGE	1563.61
DEALER PREP	

DEALER INSTALLED OPTIONS  
MSRP \$ 29740.61

TOTAL AMOUNT DOES NOT INCLUDE STATE AND LOCAL TAXES OR LICENSE FEES. THE PRICE SHOWN ABOVE MAY OR MAY NOT BE REPRESENTATIVE OF THE ACTUAL SELLING PRICE OF SIMILAR RECREATIONAL VEHICLES IN YOUR AREA.

3/26/13 @ 9:54 AM

Spoke w/ Donna @ Jayco  
Needs to speak w/  
Tech

Jennifer from Jayco  
3/26/13 3:15 PM

any additional options  
from dealer -

state trailer weight at  
Company before shipping  
tanks - standard gas  
tanks empty -

Jennifer  
@ Jayco - 3:56 PM

750 lbs - dry weight - no tanks  
\*dealer had options\*

- Upgraded by dealer -  
Lg Alc, Refrig, Pillow top mattress  
Power tongue jacks  
hide bed sofa

Only weighted w/ standard

LP Tanks empty =  
Battery

Suggestion  
Put more weight  
in back of unit  
\$4.11 per gallon  
120 per tank

Memo

PURCHASE CONTRACT



Venice:  
1018 / 1014 US 41 ByPass S.  
Venice, Florida 34285  
941-484-0001

Tampa:  
4656 McIntosh Rd.  
Dover, Florida 33527  
(813) 659-0008

MARKETING SURVEY  
Age \_\_\_\_\_  
How many RV's have  
you owned? \_\_\_\_\_  
Source \_\_\_\_\_

PLEASE ENTER MY  
ORDER FOR ONE

New  MOTOR HOME  
 TRAILER  
 Used  CAR  
 TRUCK

PURCHASER'S NAME \_\_\_\_\_  
DATE \_\_\_\_\_ 20\_\_\_\_ (PRINT OR TYPE)

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	ODOMETER READING
VIN	STOCK NO.			TO BE DELIVERED ON OR ABOUT	
HIS D.L. #	DOB	PRICE OF UNIT			
HER D.L. #	DOB	EXTRA OPTIONS			

USED COACHES: ONLY LIFE SUSTAINING FUNCTIONS ARE GUARANTEED TO WORK AT TIME OF DELIVERY

SIGNED:

NEW	This Vehicle carries a manufacturer's warranty <input type="checkbox"/>
	Signed _____
USED	This vehicle sold "As-Is" No express or implied warranty, including any implied warranties or merchantability or fitness, or verbal agreement or representation will be binding.
	Signed _____

TOTAL	
GROSS TRADE ALLOWANCE	N/A
CASH DIFFERENCE	
AMOUNT	
DEALER PREP	399 00
TIRE FEE \$1.00 X _____ =	
BATTERY FEE \$1.50 X _____ =	
SALES TAX _____ %	
LICENSE FEES MH \$500 BALANCE C.O.D.	
LICENSE FEES TT \$200 BALANCE C.O.D.	
TRADE PAY OFF	
TOTAL CASH BALANCE DUE	
PARTIAL PAYMENT #	
PAYMENT DUE ON DELIVERY	
OTHER CHARGES	
EXT. SERVICE POLICY	

LESS BALANCE OWING TO -

YEAR	MAKE
M.V.I. SERIAL OR FRAME NO.	ODOMETER

CASHIERS CHECK ONLY  
UPON DELIVERY

INITIAL

I understand that this credit card charge is non-cancelable. I waive my right to charge back that portion which is being charged to my credit card Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ Discover \_\_\_\_\_  
Account# \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

ALL WARRANTIES, IF ANY, BY ANY MANUFACTURER OR SUPPLIER ARE THEIRS AND NOT BATE S R V EXCHANGE'S. ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES EXCEPT AS MAY BE REQUIRED BY LAW. BATE S R V EXCHANGE HEREBY DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES BY BATE S R V EXCHANGE, EXCEPT AS MAY BE OTHERWISE REQUIRED BY LAW OR AS OTHERWISE PROVIDED IN THIS PURCHASE CONTRACT

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as part of this order the same as if it were printed above my signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order.

THE BUYER HAS RECEIVED A COPY OF THIS ORDER AND THE BUYER HAS READ, UNDERSTOOD, AND AGREES WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT.

SALESMAN JIM DEGROAT PURCHASER \_\_\_\_\_  
APPROVED \_\_\_\_\_ ADDRESS \_\_\_\_\_  
CITY SARASOTA, FL STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
RES. PHONE \_\_\_\_\_ BUS. PHONE \_\_\_\_\_

**UAW LEGAL SERVICES PLAN**  
**UAW-GM UAW-Ford UAW-Chrysler LLC**  
2454 McMullen Booth Road, Bldg. B - Suite 425, Clearwater, FL 33759  
Phone: (727) 669-5319 or (877) 309-1787 Fax: (727) 669-0978

**Robert Burrell**  
*Managing Attorney*  
**Tanya Bell**  
*Staff Attorney*

April 25, 2013

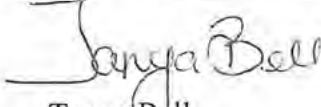
[REDACTED]  
Sarasota, FL [REDACTED]

Re: Your Case Number 2013-567-01108  
Problem Code: 706

Dear [REDACTED]

Enclosed is a copy of a letter recently sent on your behalf. If you have any questions, please give me a call.

Very truly yours,

  
Tanya Bell  
Attorney at Law

**UAW LEGAL SERVICES PLAN**  
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2454 McMullen Booth Road, Bldg. B - Suite 425, Clearwater, FL 33759  
Phone: (727) 669-5319 or (877) 309-1787 Fax: (727) 669-0978

Robert Burrell  
*Managing Attorney*  
Tanya Bell  
*Staff Attorney*

April 25, 2013

Bates RV  
4656 McIntosh Road  
Dover, Florida 33527

RE: [REDACTED]

Dear Sir or Madam:

I represent [REDACTED] and [REDACTED] in regards to a problem they experienced with your company.

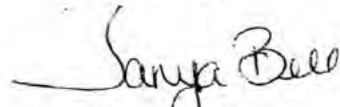
Specifically, on or about April 30, 2012, my clients purchased a 2012 JayCo Jay Flight Trailer from your company. Prior to finalizing the purchase of this trailer, my clients inspected all of the documentation regarding the trailer to ensure that their vehicle would have the capacity to tow the trailer safely. Furthermore, my clients showed the representative of your company the towing capacity information for their vehicle prior to making the purchase. The representative of your company advised my clients that this trailer was within the weight that could be safely towed by this vehicle. My clients paid twenty five thousand seventy one dollars and forty nine cents (\$25,071.49) for this trailer.

My clients have only used the trailer a few times within the last year. On the last trip my clients used the vehicle, they had difficulty towing the trailer, especially when it was windy or when a large truck was passing. Subsequent to this trip, my clients took their trailer in to be weighed. The weight on my clients' trailer substantially exceeded the amount that was advertised both in the brochure and on the sticker on the trailer.

The weight of the trailer was misrepresented in both the brochure as well the sticker on the trailer. Also, the representative of your company misrepresented to my clients that the trailer would be a suitable weight to be towed by their vehicle. The representative of your company fraudulently misrepresented the facts of the sale in an attempt to induce my clients to purchase this trailer. My clients would not have purchased this trailer, but for the misrepresentations of your representative. My clients now have a trailer that they are unable to use as it is not safe to tow behind their current vehicle. Therefore, my clients are damaged by the misrepresentations of your representative.

This brings me to the purpose of my letter. On behalf of my clients, I hereby demand that you either repair the trailer so that the hitch weight lowers and my clients are safely able to use the trailer, or purchase the trailer back from my client. Please send correspondence to my office within the next (10) business day. In the event that I do not hear from you within the stated time period, I will advise my clients as to their legal options and proceed accordingly.

Sincerely,

A handwritten signature in cursive script that reads "Tanya Bell".

Tanya Bell  
Attorney at Law

cc:



**UAW LEGAL SERVICES PLAN**  
**UAW-GM UAW-Ford UAW-Chrysler LLC**  
2454 McMullen Booth Road, Bldg. B - Suite 425, Clearwater, FL 33759  
Phone: (727) 669-5319 or (877) 309-1787 Fax: (727) 669-0978

**Robert Burrell**  
*Managing Attorney*  
**Tanya Bell**  
*Staff Attorney*

June 13, 2013

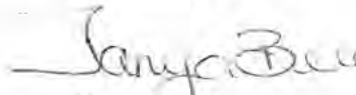
[REDACTED]  
Sarasota, FL [REDACTED]

Re: Your Case Number 2013-567-01108  
Problem Code: 706

Dear [REDACTED]

Enclosed is a copy of a letter recently sent on your behalf. If you have any questions, please give me a call.

Very truly yours,



Tanya Bell  
Attorney at Law

**UAW LEGAL SERVICES PLAN**  
**UAW-GM UAW-Ford UAW-Chrysler LLC**  
2454 McMullen Booth Road, Bldg. B - Suite 425, Clearwater, FL 33759  
Phone: (727) 669-5319 or (877) 309-1787 Fax: (727) 669-0978

**Robert Burrell**  
*Managing Attorney*  
**Tanya Bell**  
*Staff Attorney*

June 12, 2013

Jayco, Inc.  
Attn: Owner Relations  
903 S. Main Street  
Middlebury, Indiana 46540

RE: [REDACTED]

Dear Sir or Madam:

I represent [REDACTED] in regards to a problem they experienced with your company.

Specifically, on or about April 30, 2012, my clients purchased a 2012 JayCo Jay Flight Trailer from Bates RV, an authorized dealer of your recreational vehicles. Prior to finalizing the purchase of this trailer, my clients inspected all of the documentation regarding the trailer to ensure that their vehicle would have the capacity to tow the trailer safely. Furthermore, my clients showed the representative of Bates RV the towing capacity information for their vehicle prior to making the purchase. The documentation provided by your company states that the hitch weight for the trailer is seven hundred eighty (780) pounds. Based on that information, the representative of Bates RV advised my clients that this trailer was within the weight that could be safely towed by their vehicle. My clients paid twenty five thousand seventy one dollars and forty nine cents (\$25,071.49) for this trailer.

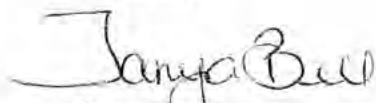
My clients have only used the trailer a few times within the last year. On the last trip my clients used the trailer, they had difficulty towing the trailer, especially when it was windy or when a large truck was passing. Subsequent to this trip, my clients took their trailer in to be weighed. The weight on my clients' trailer substantially exceeded the amount that was advertised both in the brochure and on the sticker on the trailer. The hitch weight of the trailer was weighed at one thousand sixty (1,060) pounds with nothing in the trailer. That means that the actual hitch weight was two hundred eighty (280) pounds over the advertised hitch weight of the trailer.

The weight of the trailer was misrepresented in both the brochure as well the sticker on the trailer. The documentation provided by your company fraudulently misrepresented the weight of the trailer. My client purchased this trailer relying on the documentation provided by your company, which was completely inaccurate. My clients

would not have purchased this trailer, but for the misrepresentations of your documentation. My clients now have a trailer that they are unable to use as it is not safe to tow behind their current vehicle. Therefore, my clients are damaged by the misrepresentations made in your documentation.

This brings me to the purpose of my letter. On behalf of my clients, I hereby demand that you either repair the trailer so that the hitch weight lowers and my clients are safely able to use the trailer, or purchase the trailer back from my client. Please send correspondence to my office within the next (10) business day. In the event that I do not hear from you within the stated time period, I will advise my clients as to their legal options and proceed accordingly.

Sincerely,

A handwritten signature in cursive script that reads "Tanya Bell".

Tanya Bell  
Attorney at Law

cc:



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2454 McMullen Booth Road, Bldg. B - Suite 425, Clearwater, FL 33759  
Phone: (727) 669-5319 or (877) 309-1787 Fax: (727) 669-0978

**Robert Burrell**  
*Managing Attorney*  
**Tanya Bell**  
*Staff Attorney*

July 8, 2013

[REDACTED]  
Sarasota, FL [REDACTED]

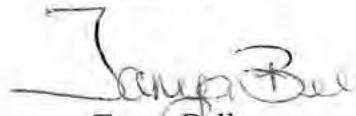
Re: Your Case No. 2013-567-01108  
Problem Code: 706

Dear [REDACTED]

Please find enclosed the response received from Jayco. As you know, we have not received a response from Bates RV at this time.

Please feel free to contact my office to discuss this matter.

Sincerely,



Tanya Bell  
Attorney at Law

***The Legal Services Plan will continue to accept new cases through DECEMBER 31, 2013 and we urge you to continue using your benefit through that date. No new cases can be opened after December 31, 2013. ALL cases opened prior to DECEMBER 31, 2013 will be completed.***



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

June 27, 2013

SENT VIA FACSIMILE: 727-669-0978

Ms. Tanya Bell  
Attorney at Law  
UAW Legal Services Plan  
2454 McMullen Booth Road, Bldg. B  
Suite 425  
Clearwater, FL 33759

RE [REDACTED]  
2012 Jayco Jay Flight Model 26RLS Travel Trailer  
Serial Number: C1 [REDACTED]

Your letter dated June 12, 2013 was received in our office June 19, 2013 and we respond accordingly.

Our records show that Mr. and Mrs. [REDACTED] purchased the trailer noted on April 30, 2012 from Bates Rv Exchange, located in Dover, Florida.

Jayco's first contact regarding the hitch weight of the trailer was on March 26, 2013 when Mr. [REDACTED] spoke to one of Jayco's Customer Service Representatives (CSR). During the conversation, [REDACTED] stated that he felt the trailer was not pulling properly, so he weighed the trailer at a weight station and calculated the hitch weight to be 1060 lbs, instead of the 780 lbs. listed in the production literature. Additionally, [REDACTED] stated during the conversation that the two (2), 30lb LP tanks were full and a battery was included when he weighed the trailer.

The CSR correctly informed [REDACTED] that the Dry Hitch Weight published in the literature is for the standard unit (no options) and empty (no cargo, no water, no LP, no battery etc.) The product literature defines Hitch Weight (HW) as: ***"The hitch weight as used in product literature and other promotional materials does not include cargo, fresh water, propane gas, options or dealer-installed accessories. The addition of these types of items will either add to or subtract from the stated hitch weight."***

Mr. and [REDACTED] ordered their travel trailer with additional options that were reflected in an increase to the Dry Hitch Weight of their trailer at the time it was manufactured. Additionally, the battery, LP gas, water in water heater, and any water in the two fresh water tanks would influence the hitch weight when weighed by [REDACTED]

The Hitch Weight does not and should not be used to represent the weight of the trailer; it only states the vertical weight of the trailer in our product literature. The Hitch Weight is calculated by engineers following set guidelines that maintain a range of the total trailer weight.

We do not agree that our product literature misrepresents information regarding the 26RLS travel trailer hitch weight, but is correctly stating information for its intended use.

As our product literature notes, it is important that our customer's tow vehicle be adequately sized and equipped to tow and handle the GVWR of their RV. We respectfully recommend that Mr. and [REDACTED] contact a GMC dealer to assist with their towing concerns.

Due to the facts stated, Jayco feels your request to repair the trailer to lower the hitch weight is not a valid request and we deny any participation in a repurchase of this travel trailer. This trailer was manufactured within specifications not only to the Hitch Weight but also to the Gross Vehicle Weight Rating (GVWR).

Respectfully,



Charlotte T. Tobias "Terri"  
Consumer Affairs Coordinator  
574.825.0539-Direct Dial  
574.825.0573-Fax


FIRST CLASS



Sarasota, FL

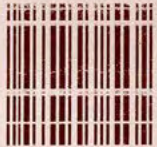
Department of Transportation, NHTSA  
Office of Defects Investigation/CRD, NVS-216  
1200 New Jersey Ave., SE  
Washington, D.C. 20590

U.S. POSTAGE  
34232  
SARASOTA, FL  
AUG 16, 13  
AMOUNT



POSTAL SERVICE

1000



20590

**\$1.92**  
00079916-05

