


MAR 27 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received	Repository <input type="checkbox"/>		
		21-JAN-2015	Reference No. 10676950		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City CHYENNE		State WY	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1UJCJ0BS7A1		Make JAYCO	Model EAGLE	Model Year 2010	
Date Purchased MAR 2010	Dealer's Name and Telephone Number Tolley Rogers RV 307-630 3210		Engine: No: Cylinders	Fuel Type:	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Cheyenne Wyoming	State WY	Zip Code 82001		
Transmission Type N/A	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain N/A	Multiple Failure:	Incident Date(s) 21-JAN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 356000 EQUIPMENT ADAPTIVE, 170000 LATCHES/LOCKS/LINKAGES, 350000 EQUIPMENT			Failure Mileage	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2010 JAYCO EAGLE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 13E039000 (EQUIPMENT, LATCHES/LOCKS/LINKAGES); HOWEVER, THE PART NEEDED TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ATTACHED are the letters for Recall info. I have NOT Received ANY INFO as of yet. I try Both Calling & e-mail No Response.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



Cheyenne, WY



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safercar.gov

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



IMPORTANT SAFETY RECALL NOTICE

January 31, 2014

Feb 22, 2014 @ 11:45AM

Dear Trailer 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, based on information provided by Fastec Industrial Corp., a division of WESCO Distribution, Inc., that a defect which relates to motor vehicle safety exists in the deadbolt cylinders of certain trailer locks manufactured and sold under the FIC brand name between January 1, 2006 and April 30, 2013. Only FIC locks that have an integrated deadbolt are affected by this recall.

! I M P O R T A N T !

- Your travel trailer deadbolt lock cylinder may be subject to this recall.
- **You should follow the instructions in the enclosed safety recall notice from Fastec to determine whether your lock is affected by this recall.** If your lock is part of the recall, you should contact Fastec directly for free replacement cylinders through their website at www.fastecindustrial.com or by calling toll free (800) 837-2505. You should also complete the automated online response survey on Fastec's website at www.fastecindustrial.com indicating whether or not you need replacement cylinders for your lock as this will help Fastec to track and expedite the recall process.

Why is a recall being conducted?

We have been notified by Fastec that certain FIC deadbolt locks may have a safety risk associated with them. Under normal use and operation, the key to the deadbolt lock can only be removed in the 12 o'clock (neutral) and 3 o'clock (unlocked) positions. In certain FIC locks made between January 1, 2006 and April 30, 2013, the key may be able to also be removed from the deadbolt cylinder when the key is in the 9 o'clock position. This condition may cause the deadbolt to jam, which could prevent occupants inside the trailer from being able to unlock the door from the inside and exit the trailer through the door, potentially leaving the occupants trapped inside.

What are we doing about the problem?

We are working with Fastec to ensure that you receive free replacement cylinders for your FIC lock if the lock is part of this recall. If your lock is affected by this recall, Fastec will send you a new set of lock cylinders for both the deadbolt lock and the exterior paddle handle at no cost. Upon receipt of the replacement cylinders, please follow the included instructions on removing the existing cylinders and replacing them with new cylinders. The replacement process is straightforward and takes only a few minutes to complete (a video demonstration is available on Fastec's website at www.fastecindustrial.com), but if you have any questions or concerns about the cylinder replacement, please contact Fastec and a representative will assist you with the replacement or refer you to someone who can do so free of charge. A prepaid return shipping package will also be provided so that the affected cylinders and keys can be returned to Fastec.

What should you do?

Please review the enclosed safety recall notice from Fastec to determine if your lock is affected by this recall.

What if you no longer own the trailer?

If you no longer own the travel trailer that may have an FIC lock that is subject to this recall, please forward the new owner's contact information directly to Fastec so that they can contact the new owner about the recall.

Who should you contact if you have further questions or concerns?

If you believe you have experienced any difficulties in properly operating or replacing the deadbolt cylinder of your FIC lock or if you have any questions or concerns about the recall, please contact Fastec directly either through their website at www.fastecindustrial.com or by calling toll free (800) 837-2505.

If you are the lessor of this trailer, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your lock cylinders repaired or replaced to address the problem detailed in the enclosed notice from Fastec, you may be eligible for reimbursement of the charges you paid for the repair or replacement. To learn more about what you need to do to obtain reimbursement, please contact Fastec directly through their website at www.fastecindustrial.com or call toll free (800) 837-2505 to talk to a representative of Fastec. If after having attempted to take advantage of this recall you believe you have not been able to have your lock cylinders remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

Called Jan 21, 2015

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Jayco Inc.

Complaint # 10676950

Fed Trade Commission

877-382-4357



WESCO®
Fastec Industrial

A Division of WESCO Distribution, Inc.

IMPORTANT SAFETY RECALL NOTICE

January 31, 2014

Dear Travel Trailer Owner:

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

Fastec Industrial Corp., a division of WESCO Distribution, Inc., has decided that a defect which relates to motor vehicle safety exists in the deadbolt cylinders of certain travel trailer locks manufactured and sold under the FIC brand name between January 1, 2006 and April 30, 2013. Only FIC locks that have an integrated deadbolt are affected by this recall.

! I M P O R T A N T !

- Your travel trailer deadbolt lock cylinder may be subject to this recall.
- You should follow the instructions below for determining whether your lock is affected by this recall. If your lock is part of the recall, you should contact Fastec for free replacement cylinders through our website at www.fastecindustrial.com or by calling toll free (800) 837-2505. We also ask that you complete the automated online response survey on our website at www.fastecindustrial.com indicating whether or not you need replacement cylinders for your lock as this will help us to track and expedite the recall process.

Why is a recall being conducted?

Under normal use and operation, the key to the deadbolt lock can only be removed in the 12 o'clock (neutral) and 3 o'clock (unlocked) positions. In certain FIC locks made between January 1, 2006 and April 30, 2013, the key may be able to also be removed from the deadbolt cylinder when the key is in the 9 o'clock position. This condition may cause the deadbolt to jam, which could prevent occupants inside the trailer from being able to unlock the door from the inside and exit the trailer through the door, requiring them instead to use the emergency exit and potentially increasing the risk of injury.

What are we doing about the problem?

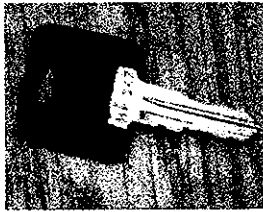
If your lock is affected by this recall, you will receive a new set of lock cylinders for both the deadbolt lock and the exterior paddle handle at no cost, along with information as to how to remove and replace the cylinders. A prepaid return shipping package will also be provided so that the affected cylinders and keys can be returned to Fastec.

What should you do?

To determine if your lock is affected by this recall, you should check to be sure that you have a black, white or chrome colored FIC deadbolt lock with two separate cylinders (Ex., Image 1) and an "FIC" mark next to the paddle handle. You should then look at your black headed FIC user key to determine the key code that is stamped on the metal shaft of the key (Ex., "HF-347" Image 2).



(Image 1)



(Image 2)



(Image 3)

If your key is stamped with one of the following key codes, you have an affected lock: HF-304, HF-307, HF-308, HF-309, HF-311, HF-313, HF-315, HF-316, HF-320, HF-322, HF-323, HF-328, HF-331, HF-335, HF-336, HF-339, HF-342, HF-343, HF-347, and HF-349. If you no longer have the original keys, the cylinder key code can be found on a white label attached to the main body of the lock. (Ex., "Code HF-311" Image 3). Simply remove the four interior mounting screws and remove the interior paddle handle and plate assembly to view the label.

Regardless of what key code is on your lock, the lock is affected by this recall program if you can remove the key from the deadbolt cylinder in the 9 o'clock position after engaging the deadbolt. To determine if your lock's deadbolt operates properly, you should cycle the deadbolt cylinder through all of its operating positions with the user keys. If you can remove the key in 9 o'clock position while the deadbolt is engaged, your cylinders need to be replaced with a new set of cylinders as part of the recall program.

If your lock has one of the key codes listed above, or if you can remove the key from the deadbolt cylinder in the 9 o'clock position after engaging the deadbolt, please contact Fastec for free replacement cylinders. Upon receipt of the replacement cylinders, please follow the included instructions on removing the existing cylinders and replacing them with new cylinders. The replacement process is straightforward and takes only a few minutes to complete, but if you have any questions or concerns about the cylinder replacement, please contact Fastec and a representative will assist you with the replacement or refer you to someone who can do so free of charge.

You should not under any circumstances engage the deadbolt and remove the key from the deadbolt cylinder in the 9 o'clock position as this may cause the deadbolt to jam and prevent occupants inside the travel trailer from being able to unlock the door and exit the trailer. Pending replacement of the cylinders in any affected lock, Fastec encourages you not to lock the deadbolt using the key from the outside of the RV. If you do lock the deadbolt from the outside using the key pending replacement of the cylinders, you should ensure that the key is returned to the 12 o'clock (neutral) position before removing the key, in which case the lock should operate properly as designed.

What if you no longer own the travel trailer?

If you no longer own the travel trailer that may have an FIC lock that is subject to this recall, please forward the new owner's contact information to Fastec so that the company can contact the new owner.

Who should you contact if you have further questions or concerns?

If you believe you have experienced any difficulties in properly operating or replacing the deadbolt cylinder of your FIC lock or if you have any questions or concerns about the recall, please contact Fastec through our website at www.fastecindustrial.com or call toll free (800) 837-2505.

If you are the lessor of this travel trailer, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your lock cylinders repaired or replaced to address the problem detailed above, you may be eligible for reimbursement of the charges you paid for the repair or replacement. To learn more about what you need to do to obtain reimbursement, please contact Fastec through our website at www.fastecindustrial.com or call toll free (800) 837-2505. If after having attempted to take advantage of this recall you believe you have not been able to have your lock cylinders remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

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Sincerely,

Fastec Industrial Corp.