

[REDACTED]
SURPRISE AZ
[REDACTED]

Jayco Industries
ATT : Customer Service Dept.
903 S. Main Street
Middlebury IN 46540

March 13, 2021

Ladies and Gentlemen

Let me first complement your representatives at National Indoor RV. They are Courteous, considerate, respectful, and polite. What they are not is efficient.

We brought our brand new coach in for service, it took us over a month. Work order dated 12/16/2020. The check in request looked like this;

1. I said: Back-up camera unable to be seen in daylight. Works somewhat at night. Not bright enough and too much reflection.
 1. "Customer states "Back up Camera too bright when camera is on, can't see anything back there reflects light"

That is not what I said but their response was

"Camera screen has no brightness control."

Really, but I knew that, however the **backup camera and lane watch are still useless.**

2. I said: Camera/Radio screen does not turn off.

2. Resolved

3. I said: Upper door lock doesn't work.

3. Customer states; the entry will sometimes not lock or unlock using the lower key tumbler.

That is not what I said and they broke the plastic insert attempting to fix. I was told "part on order".

4. I said The kitchen faucet leaks.

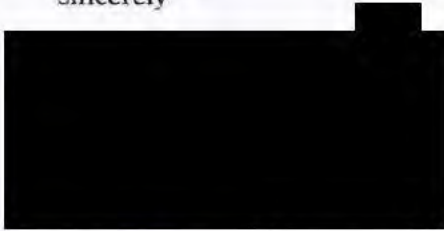
The coach is going in for service on the 30th of March. If you would like to know how they do just let me know.


I firmly believe that four things have to be done to resolve these problems

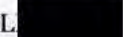
1. The Sony 3000 radio does not have a non reflective screen. It must be replaced with the Sony 8000, which has a non reflective screen.. This will allow the Highway Safety regulation for a back-up camera to be met. The additional benefit is that the side (turn signal activated) cameras will work. Also note the Sony radio option to monitor Rear View camera when the vehicle is moving doesn't work.
6. Have competent furniture Techs repair the springs or whatever is required or replace the unit.
8. Replace the TV. (the remotes does NOT work correctly but the volume problem is inexcusable.)
10. The lack of a mirror prohibits me from seeing my tow vehicle. It also is needed to hold up the Jayco window covers. (\$600). Please install a mirror.

I apologize for the length of this letter but it was necessary to respond directly to the issues.

Sincerely



Vehicle identifier: 

VIN: W1X8E33YOL 

CC: Richie Sanchez NIRV

Brad Swanson NIRV

Jack Danielson, Director, NHTSA,

Tod Senkins ,National Indoor RV

Miller Myron, Operation Manager Jayco



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13 MAR 2021 PM 8 L



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