

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

July 18, 2025

To Whom It May Concern,

I bring to your attention a design flaw that renders it impossible to work on the brake system of my motorhome.

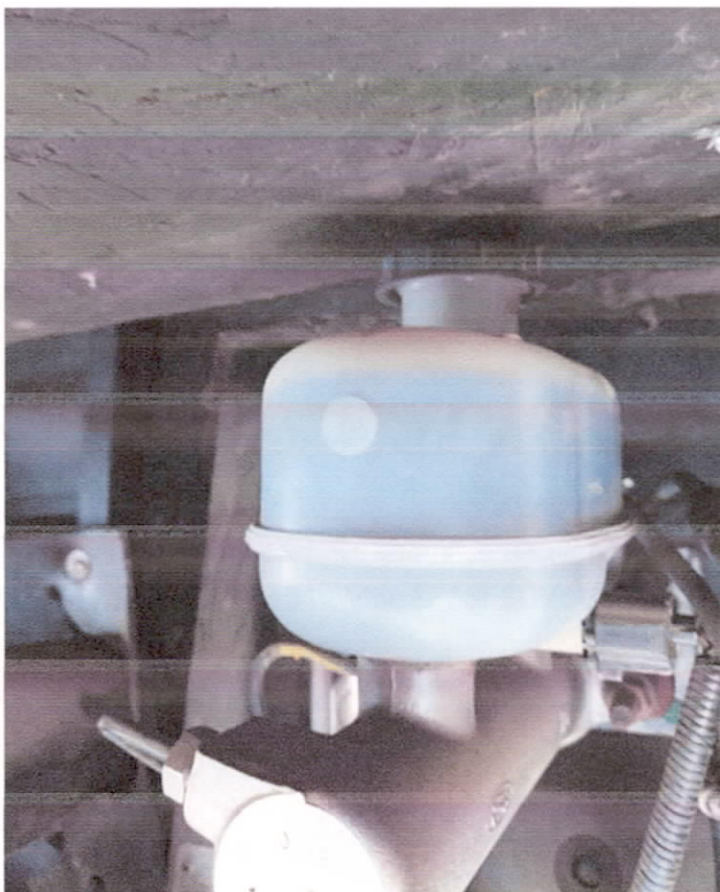
I purchased, new, a 2017 Jayco Alante 31V Class A motorhome that now has 56,000 miles on it. I took it in for a brake service recently, but was informed that the service could not be performed. The reason is that the brake fluid reservoir cannot be opened. You can see in the photo below that the dashboard of the cab was placed directly on top of the cap. The service technician could not remove the cap.

I contacted Jayco and was given the following instructions:

motorizedservice@jayco.com

- REMOVE DASH CLUSTER FROM INSIDE COACH
- GO TO UNDER THE HOOD CUT A HOLE AROUND THE MASTER CYLINDER
- BUILD A BOX AROUND THE CYLINDER AREA - SO IT CAN BE REMOVED WHEN NEEDED

Their solution instructs me to remove the dashboard, separate the dash cover from the wood support, and cut a hole in it above the reservoir cap. This means the dashboard needs to be removed every time there is a brake service. AND, I am not an RV technician.



Handwritten signature in red ink.

This design puts RV owners at risk (and great cost) since they cannot have the brakes serviced each time without disassembling their dashboard, with no guarantee that the dash will not be damaged in the process.

I have requested that Jayco provide this repair for me, but I have not heard back from them. I, therefore, bring the problem to your department with the hope that you will take this into consideration for a recall demand to identify the issues with other RVs and fix the problem.

Sincerely,

[REDACTED]

Wheat Ridge, CO [REDACTED]

[REDACTED]

[REDACTED]

Cc: Jayco



2017 Jayco Alante 31v, VIN: [REDACTED]

[REDACTED]
Wheat Ridge CO [REDACTED]

DENVER CO 802

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