

October 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN
NHTSA Recall Campaign # 04V-364

Dear Jayco 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 that a defect, which relates to motor vehicle safety, exists in specific model year 2001, 2002 and 2003 Jayco Designer and Legacy travel and fifth wheel trailers equipped with six (6) lug aluminum wheels that could lead to a wheel separation. Due to excessive paint coating on the brake hub, the wheels on the subject trailers could exhibit lessened clamping pressure between the aluminum wheel and the axle hub assembly. This condition can increase the risk of wheel separation and result in a crash or personal injury.

The remedy includes removing all four wheels and cleaning the excessive paint from the mating surfaces of the axle hub face and aluminum rim and reinstallation of the wheels using the proper torque procedures. The remedy also includes installing a decal on your unit identifying the torque requirements and specifications. The inspection and repairs should be performed by an authorized service facility.

Enclosed is the Warning Decal that will be adhered to your trailer, by the servicing dealer, as a part of the requirement of the recall. It is critical that Owners/Users of trailers equipped with aluminum wheels must strictly adhere to the torque procedures. Aluminum wheels are more sensitive to torque loss and require more diligence in assuring that proper torque is maintained.

This letter along with the **"Claim Form"** and **"Warning Decal"** will serve as an authorization to have the correction made. Please present the **"Claim Form"** and **"Warning Decal"** to your dealer upon arrival of your service appointment. This will assist in making the necessary correction in the shortest possible time and allow the dealer the ability to mail in the form to Jayco to confirm the recall repair has been performed. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the information on the enclosed post card and returning it to us promptly. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If you have paid to remedy the issue addressed in this notice, you may be eligible for a refund. Please provide the paid invoice to an authorized Jayco dealer or directly to Jayco at Jayco Inc. Attn: AMS Recall 903 South Main Street P.O. Box 460 Middlebury, Indiana 46540.

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Your Jayco dealer is best equipped to provide service to ensure that your travel or fifth wheel trailer is corrected as promptly as possible. If, however, you take your trailer to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service department at (574)-825-0608

After contacting your Jayco dealer and Jayco customer service and you are not able to have the safety defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Jayco trailer.

Sincerely,

Jayco, Inc.
After Market Services

Enclosures