



903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-0608 • Fax (574) 825-0572

September 8, 2004

National Highway Traffic Safety Administration
Attn: Bob Squires
Defects Analysis
NVS-211
400 7th Street, SW
Washington, DC 20590

RE: 49CFR 573.8 "Notices, Bulletins, and Other Communications"

Dear Mr. Squires:

In compliance with 49 CFR 573.8, Jayco Inc. has distributed the attached publication (Recall 04V-363) to our dealers in the month of August 2004.

Should you have any questions, please don't hesitate to contact me.

Sincerely,

David VanderMolen
Technical Research Liaison
Jayco, Inc.

RECEIVED
SEP 24 A 9:09
DEFECTS INVESTIGATION



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August 2004

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT
NHTSA Recall Campaign #04V-363

Dear Jayco Dealer:

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

DEFECT INVOLVED

Jayco, Inc. has decided that a defect, which relates to motor vehicle safety, exists in specific model year 2004 Jayco Jay Feather Travel Trailers.

In certain circumstances, loose electrical connections, and excessive insulation on the supply wiring, can generate excessive heat at the wire connections to the water heater while the water heater is being operated on 110-volts. If uncorrected, the potential for heat, smoke and fire exist.

The remedy will involve a detailed inspection of the water heater wiring, remote relay and removal of any excessive insulation at the connection between the supply line and the internal water heater wiring in the water heater junction box. In addition, all customers will be advised to suspend 110-volt operation of the water heater until the repair can be completed. Instructions for this recall campaign are enclosed for your review. If for some reason you are unable to perform this repair, please contact Jayco Customer Service at 1-800-283-8267 for assistance.

DEALER CAMPAIGN RESPONSIBILITY

We strongly suggest that you designate a manager to coordinate the recall to ensure the work is performed and documented properly, and that a warranty claim is submitted to Jayco to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin **before** owners take possession of these vehicles.

NHTSA Recall Campaign #04V-363
August 2004

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Jayco encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Jayco dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.

OWNER NOTIFICATION

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review. When the customer makes the appointment the customer will need to give you the “**Recall Claim Form**” that they received in their letter. This is the authorization to perform the recall. In addition, this is the “**Claim Form**” that you must submit to Jayco for payment. The customer must sign the claim form as an indication that the recall was performed. Jayco will no longer accept recall claims via the TRADEROUTE system.

FILING A CLAIM

Job Operation Number: 9901053

Time: See Instruction Sheets

If you have any questions regarding this recall or instructions, please contact us on your dealer service line 1-800-283-8267.

Thank you for your assistance.

Sincerely,

Jayco, Inc.
After Market Services

Enclosures



RECALL CAMPAIGN

#9901053 / 04V-363

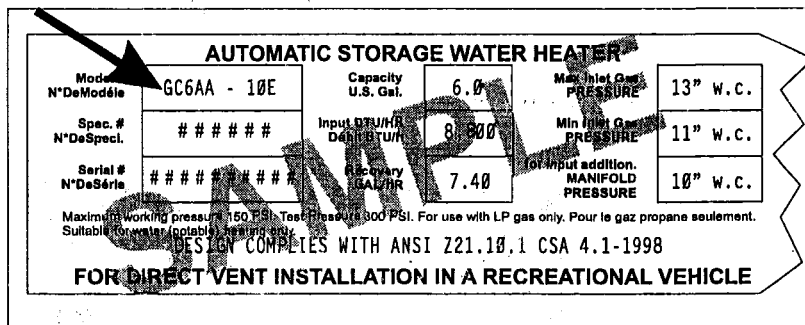
Subject:	Water Heater 120-volt wire connections		
Units Affected:	2004 Jay Feathers with optional GC6AA10E DSI/Electric Water Heaters		
Action Required:	Inspection and stripping of 120-volt wire insulation.		
Job Operation Code:	9901053		
Series Code:	Inspection	RC005	
	Inspect/repair	RC013	
Repair Time:	Inspection	.1 hrs.	
	Inspect/repair	.5 hrs.	
	 NOTE: Authorization is needed to replace any Atwood water heater part.		
Kit Part Number:	N/A		
Parts Kit Includes:	N/A		
Tools Required:	<ul style="list-style-type: none">• Square tip bit• Screw gun• Wire strippers• Measuring tape		
Additional Requirements:	Yellow wire nuts		

Instructions

(N) NOTE: Remove the ground wire from the battery(s) ground terminal to prevent shorting.

(!) WARNING: Be sure the power supply cord is unplugged and all 120-volt power is disconnected from the trailer before starting repairs.

1. Open the outside water heater door and locate the identification plate. (Fig. 1)
2. Verify the unit has a model GC6AA10E water heater. (Fig. 1) If not, stop and submit a claim for inspection only. If equipped with the model affected, continue to the following steps.



Sample Identification Plate

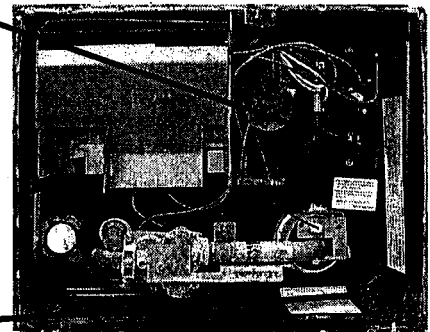


Fig.1

3. Drain all water from the water heater.
4. Disconnect the bottom water line that is routed across the water heater electrical junction box cover.
5. Cut the tape that holds the electrical junction box cover on the back of the water heater. Remove the cover. (Fig 2)
6. Pull the 120-volt wires out of the water heater electrical junction box (Fig 2).

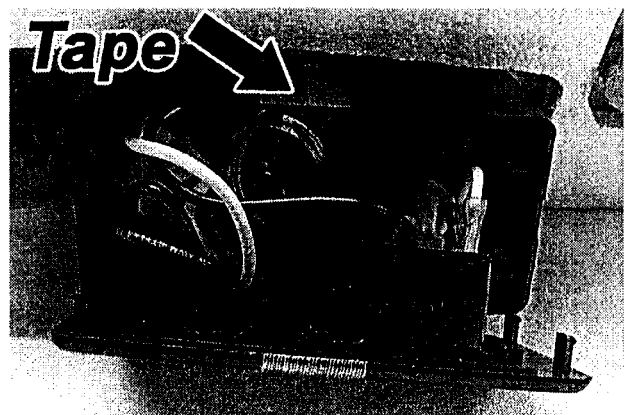


Fig. 2

7. Inspect the 120-volt wires, relay and all other components in the water heater electrical junction box for any distortion caused by heat exposure. Replace any and all wires or components that may have been exposed to excessive heat.

(N) NOTE: If damage to any component in the water heater junction box is discovered, consult with your Jayco customer service representative to complete the repair. Pictures will be requested of any and all heat exposure. All water heater components need to be replaced with original Atwood parts. Authorization is required!

8. Cut off the yellow 120-volt wire nuts from each of the black, white and ground wires. Discard all original yellow wire nuts (Fig. 3).
9. Re-strip each wire to 11/16-inch long (Fig. 4).

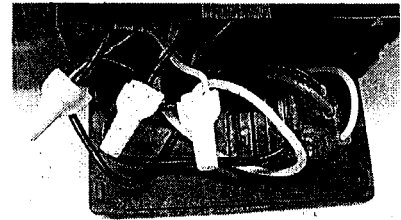


Fig. 3

(N) NOTE: Wires that are to be spliced together must be stripped at equal lengths. Cut back the wire if they are discolored or damaged by heat exposure.

(N) NOTE: Trim the ends of all stranded wires to ensure that no strands are longer than 11/16-inch.

10. Hold the white 120-volt wires to be spliced together parallel with the stripped ends even. Apply the wire nut and twist on until tight (Fig 4).

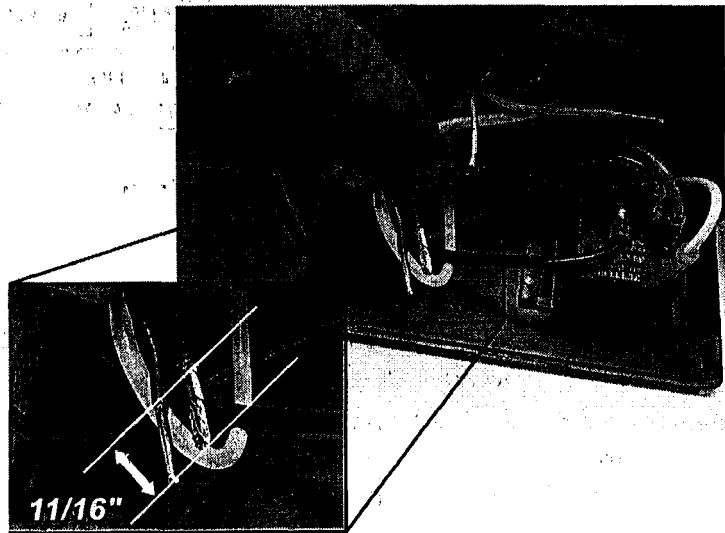


Fig. 4

11. Hold the black 120-volt wires to be spliced together parallel with the stripped ends even. Apply the wire nut and twist on until tight (Fig 4).
12. Hold the green and bare copper 120-volt wires to be spliced together parallel with the stripped ends even. Apply the wire nut and twist on until tight (Fig 4).

(N) NOTE: Do not pre-twist the 120-volt wires before applying the wire nut.

13. After all wires have been re-connected insert them back in the electrical junction box on the back of the water heater. Assure that all wires and connectors are positioned away from the heating element terminals (Fig. 5).

 **WARNING:** When placing the wires in the junction box, avoid making contact with the terminals of the heating element. Allow space for the relay.

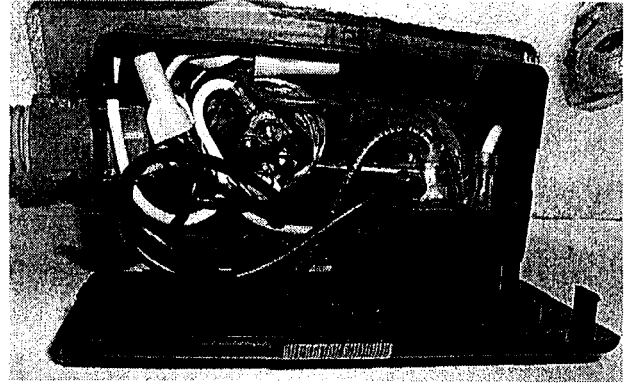


Fig. 5

14. Close the cover on the electrical junction box on the back of the water heater. Assure the cover is tightly snapped on the junction box.
15. Re-connect any water line(s) that were removed and assure the connections are leak free with an air pressure test.

 **WARNING:**

- **Maximum air pressure, 30 psi., with no water in the water heater.**
- **Maximum pressure, 100 psi., with water heater full of water.**
- **Test pressure that exceeds 30 psi. without the water heater full can result in serious injury from bursting of the water heater tank.**