

October 2004

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT
NHTSA Recall Campaign #04V-364

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 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 the unit identifying the torque requirements and specifications. Instructions for this recall campaign are enclosed. 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-364
October 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 and we would encourage you to follow up with a telephone call.

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 a week of this dealer notification letter. A copy of the owner notification letter is attached for your review. When the customer makes the appointment they will give you the ***“Recall Claim Form and the Torque Warning Decal”*** 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 along with the ***“Confirmation of Wheel Torque Instruction”*** form attached to the instructions. 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: 9901054

Time: See Instruction Sheets

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

Thank you for your assistance.

Sincerely,

Jayco, Inc.
After Market Services

Enclosures



RECALL CAMPAIGN

#9901054 / 04V-364

Subject:	Remove the wheels, clean paint from the hub face and back side of the aluminum rims. Apply the proper lug nut torque values and instruct the customer on proper lug nut torque and proper torquing procedures.						
Units Affected:	Units listed below, manufactured with six (6) lug aluminum rims between May 30, 2001 and December 7, 2002: <ul style="list-style-type: none"> • 2001-2003 Jayco Legacy Fifth-Wheel Trailers • 2002-2003 Jayco Designer Fifth-Wheel Trailers and Conventional Travel Trailers 						
Action Required:	Remove paint from the hub face and the mating surface of the aluminum rim.						
Job Operation Code:	9901054 N NOTE: Wheel balancing is not covered.						
Series Code:	<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Repair #1 - Inspect & Repair:</td> <td style="text-align: right;">RC013</td> </tr> <tr> <td>Repair #2 - Inspect/Repair/Replace Wheel Studs</td> <td style="text-align: right;">RC025</td> </tr> <tr> <td>Repair #3 - Inspect/Repair/Replace Rim</td> <td style="text-align: right;">RC026</td> </tr> </table> N NOTE: For repair #2 and #3: <ul style="list-style-type: none"> • Must multiply the time by each wheel repair is made for. • Must contact your Jayco warranty representative for authorization. 	Repair #1 - Inspect & Repair:	RC013	Repair #2 - Inspect/Repair/Replace Wheel Studs	RC025	Repair #3 - Inspect/Repair/Replace Rim	RC026
Repair #1 - Inspect & Repair:	RC013						
Repair #2 - Inspect/Repair/Replace Wheel Studs	RC025						
Repair #3 - Inspect/Repair/Replace Rim	RC026						
Repair Time:	<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Repair #1 - Inspect & Repair</td> <td style="text-align: right;">3.0 Hrs.</td> </tr> <tr> <td>Repair #2 - Inspect/Repair/Replace Wheel Studs</td> <td style="text-align: right;">.5 Hrs/wheel</td> </tr> <tr> <td>Repair #3 - Inspect/Repair/Replace Rim</td> <td style="text-align: right;">.5 Hrs/wheel</td> </tr> </table> N NOTE: For repair #2 and #3: <ul style="list-style-type: none"> • Must multiply the time by each wheel repair is made for. • Must contact your Jayco warranty representative for authorization. 	Repair #1 - Inspect & Repair	3.0 Hrs.	Repair #2 - Inspect/Repair/Replace Wheel Studs	.5 Hrs/wheel	Repair #3 - Inspect/Repair/Replace Rim	.5 Hrs/wheel
Repair #1 - Inspect & Repair	3.0 Hrs.						
Repair #2 - Inspect/Repair/Replace Wheel Studs	.5 Hrs/wheel						
Repair #3 - Inspect/Repair/Replace Rim	.5 Hrs/wheel						
Kit Part Number:	Must contact Jayco warranty representative for parts needed.						


Tools Required:	<ul style="list-style-type: none">• Torque wrench, 1/2" drive, clicker type• 13/16" deep socket, 1/2" drive• 2" long socket extension, 1/2" drive• 1/2" impact wrench (for lug nut removal and preliminary installation only)• 13/16" deep impact socket, 1/2" drive• 9/16" combination wrench• 1/2" adjustable wrench• 1/2" channel lock pliers• Tire air pressure gauge with a 100 psi capacity• 1/2" dia. 12" long drift punch• 1# ball peen hammer
Additional Requirements:	<ul style="list-style-type: none">• Floor jack - sufficient for trailer weight• Jack stands• Paint remover• Scotch-Brite® (very fine & light duty)• Shop rags• Water hose with spray nozzle• Wheel blocks

N NOTE: If repair parts are necessary and need to be ordered, the wheels will need to be temporarily reinstalled. The conventional travel trailer or fifth-wheel travel trailer must remain on the dealer lot until parts are received and repairs can be properly completed.

Instructions

Step 1: Unit Prep

 **WARNING: Properly block wheels before starting repairs.**

 **NOTE:** Hold all parts until the recall claim is paid or Jayco issues a RGA number.

1. Place the trailer on a hard flat surface. Block the wheels on each side of the trailer (Fig. 1).
2. Use a floor jack of sufficient capacity to raise one side of the trailer. Locate the floor jack under the main frame rail right behind the axle plate. Raise the frame just enough to take some of the weight off the wheel (Fig. 2).
3. Loosen the lug nuts only a ½ turn to allow for removal of the lug nuts when the weight is off the wheel.

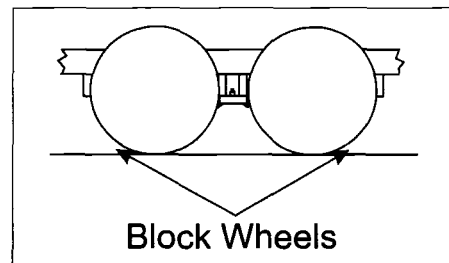


Fig. 1

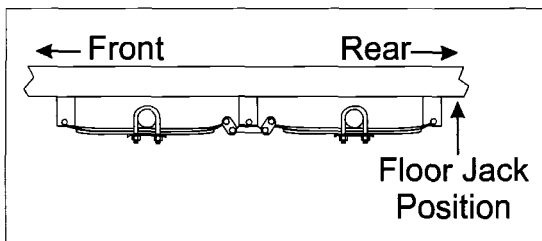


Fig. 2

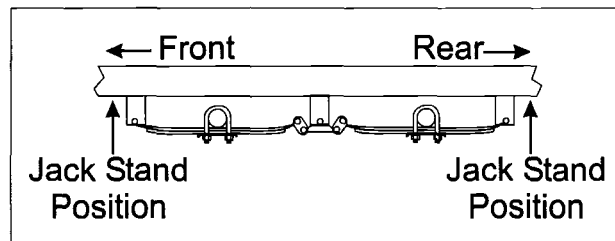


Fig. 3

4. Raise the frame until the tire just clears the ground.

 **WARNING: Raise only one side of the trailer at a time.**

5. Install a jack stand support of sufficient capacity under the frame as close to the rear of the axle tie plate as possible. (Fig. 3).
6. Install a second jack stand support of sufficient capacity, under the frame as close to the front of the axle tie plate as possible. Slowly lower the jack down until all of the weight is resting on the jack stand support (Fig. 3).
7. Remove the lug nuts and the two (2) wheels from the raised side of the trailer.

Step 2: ALUMINUM RIM INSPECTION

Inspect the aluminum rim stud holes for wear, elongation, or damage. The aluminum rim stud holes should be even, smooth, and round. The aluminum rim needs to be replaced if any of the aluminum rim's stud holes show signs of damage. If the aluminum rim needs to be replaced, please contact the Jayco Customer Service department at (800) 283-8267 for authorization and expedition of the required aluminum rim. Upon receipt of the replacement aluminum rim, remove the existing tire from the damaged aluminum rim and mark it "damaged" and hold for claim processing.

Step 3: WHEEL STUD, LUG NUT INSPECTION

Inspect the thread area on all six (6) of the wheel studs and the lug nuts. The threads on the wheel studs should be clean and have no signs of wear from aluminum rim contact. The lug nuts should not exhibit any signs of wear or damage. If any of the wheel studs or lug nuts, show any signs of wear, or any of the threads are embedded with aluminum, all six (6) of the wheel studs and lug nuts on that hub need to be replaced. If replacement parts are required, please contact the Jayco Customer Service department at (800) 283-8267 for authorization and expedition of the required parts. Upon receipt and installation of the replacement wheel studs and the lug nuts, remove the existing wheel studs and lug nuts from the hub and mark them "damaged" and hold for claim processing (Fig. 4).

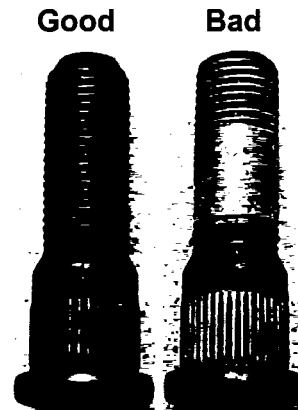


Fig. 4

N NOTE: If there is no damage to the wheel studs, lug nuts or aluminum rim proceed to Step 6.

Step 4: RIM REPLACEMENT (if required)

Install a new valve stem on the new rim and install the tire on the new rim. Properly inflate the tire.

Step 5: WHEEL STUD and LUG NUT REPLACEMENT (if required)

N NOTE: For Dexter Axle's directions on removal and reinstallation of the conventional or E-Z Lube hub/drum visit www.dexteraxle.com/600_8000_lb_capacity and click on the "Hub, Drum, & Bearings" link for the directions (Fig. 5).

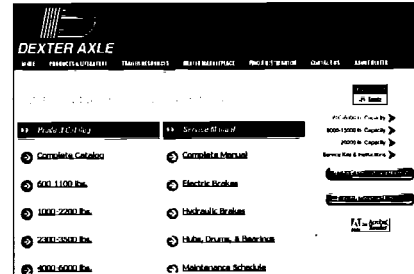


Fig. 5

1. Remove the grease cap from the hub by carefully prying around the flange of the grease cap or by using grease cap pliers.
2. Remove the cotter pin from the spindle nut. In the case of E-Z lube versions bend the locking tab to the free position or pry off the retainer from the nut.

N NOTE: Discard original cotter pin.

3. Unscrew the spindle nut (Counter clockwise) and remove the spindle washer.
4. Remove the hub from the spindle.
5. Cover and protect the bearings and components from dirt and debris.
6. Use a press to remove the damaged wheel studs from the hub.

! **WARNING: Do not remove damaged wheel studs with a hammer. Damage could happen and debris may lodge in the bearing assemblies.**

7. Install new wheel studs using a press. Align the splines on the new wheel stud with the grooves in the hub from the original wheel stud to ease pressing in place.

! **WARNING: Do not install wheel studs with a hammer or by using a lug nut to pull the wheel studs into their seated location. Damage can occur to the hub assembly or wheel stud.**

8. Make sure the new wheel studs are fully seated in the hub. Tap the head of each wheel stud, after installation, from the inside of the brake drum, using a ½" drift punch and ball peen hammer. A solid ringing sound should be heard on a fully seated wheel stud. If a dull thud is heard use the press to seat the wheel stud fully. Repeat the sound test until verification that the wheel stud is fully seated.
9. Reinstall the hub onto the axle. Install the outer bearing, washer, and spindle nut.
10. Rotate the hub assembly slowly while tightening the spindle nut to approximately 50 ft/lbs. (12" wrench with full hand force).
11. Loosen the spindle nut about one turn and finger tighten until just snug.




CAUTION: Do not turn the hub while loosening the spindle nut after torque setting.

12. Back the spindle nut out slightly until the first castellation lines up with the cotter keyhole.
13. Insert the new cotter pin or locking tang (E-Z Lube).
14. Bend over the cotter pin legs to secure the nut.
15. Spindle nut should move freely with the cotter pin or nut retainer holding it into place.
(Refer to Dexter axle instructions)
16. Reinstall the grease cap.

Step 6: ALUMINUM RIM and HUB PAINT REMOVAL

If the aluminum rim is not damaged and will be reused, all of the black paint that has transferred from the hub contact surface to the backside of the wheel contact surface must be fully removed.

1. Aluminum Rim - Apply lacquer thinner or an equivalent to the hub-mating surface with a shop rag to soften the black paint, then rub the area with a type "A" very fine Scotch-Brite® pad until clean. Allow the aluminum rim surface to completely dry (Fig. 6).

 **WARNING:** Prevent the lacquer thinner or equivalent from making contact with the rubber tire. Do not use liquid paint remover on the aluminum rims as this will pit and damage the aluminum rim. Do not use a wire wheel to remove the residual black paint from the hub-mating surface of the aluminum rims.

2. Hub - Apply liquid paint remover or equivalent to the aluminum rim-mating surfaces on each hub. Sand and wire-wheel all black paint on this surface to totally remove the black paint from the area where the aluminum rim makes flat contact with the hub. The paint removal must be completed without damaging the hub surface. After the paint is removed, wash off the area with clean, clear water to wash away any remaining residue (Fig. 7).
3. Remove any grease from the mating surfaces before mounting the wheel assembly to the hub. Brake cleaner and/or degreaser is recommended. Rinse surfaces with clean clear water to remove any residue from the cleaners.

 **WARNING:** Use caution not to damage wheel studs while sanding and cleaning the wheel mating surface of the hub.

Remove black paint from hub-mating surface of the aluminum rim.

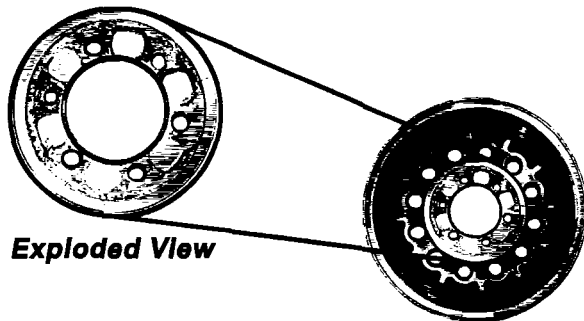


Fig. 6

Remove black paint from aluminum rim-mating surface of the hub.

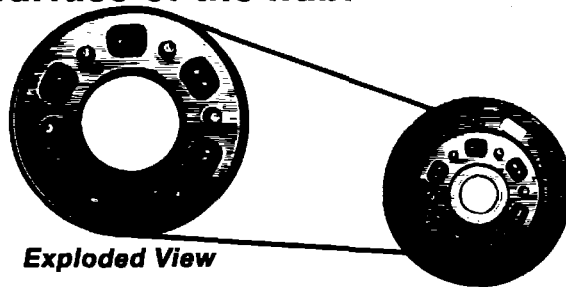


Fig. 7

Step 7: WHEEL ASSEMBLY INSTALLATION:

1. Wipe the tapered end of all lug nuts and the tapered hole of the aluminum rim with a dry shop rag before installation to remove clear coat residue.
2. Install the wheel assembly on the wheel studs.
3. Run the lug nuts snug against the aluminum rim. Back out and remove the lug nuts, wipe the tapered end with a dry shop rag and reinstall making sure the lug nuts are properly seated into the lug nut tapers on the aluminum rim. Snug the lug nuts enough to sufficiently support the wheel when the jack stand supports are removed.
4. Lower the trailer to the ground.
5. Use the "Wheel Torque Requirements Chart" listed below (Fig. 8) and torque the lug nuts on both aluminum rims to 90-120 foot pounds.
6. Repeat steps for the second side of the trailer.

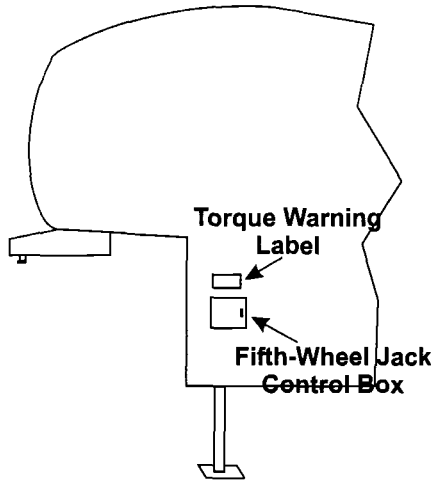
Wheel Torque Requirements			
Wheel Size	1st Stage	2nd Stage	3rd Stage
12-inch	20-25	35-40	50-75
13-inch	20-25	35-40	50-75
14-inch	20-25	50-60	90-120
15-inch	20-25	50-60	90-120
16-inch	20-25	50-60	90-120

Digital or dial torque wrenches are the best to assure the proper amount of torque is being applied. Also review the axle manufacturer's operation and service manual supplied with your trailer or contact your independent, authorized dealer for further assistance.

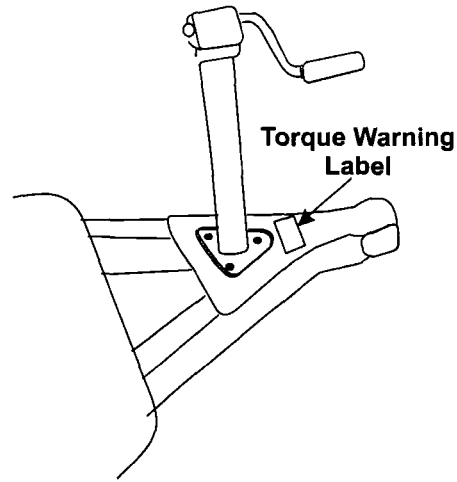
Fig. 8

Step 8: Torque Warning Decal Installation Location

1. Clean the surface of the trailer/frame with isopropyl alcohol before applying the torque warning label.

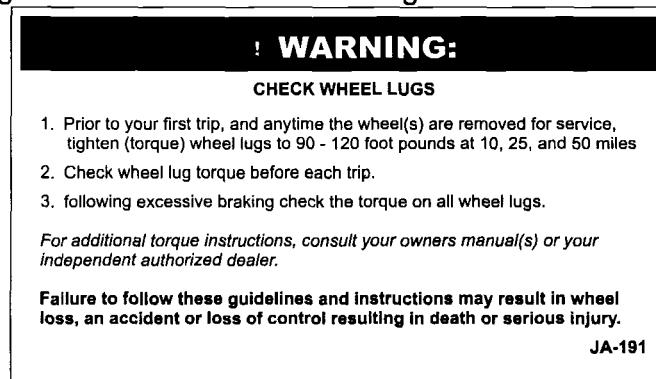


Fifth-Wheel Trailers - Install the label on the trailer sidewall above the front landing gear jack controls.



Travel Trailers - Install the label in front of the A-frame coupler as indicated.

The torque warning label is similar to the following:



Step 9: Delivery to Customer:

When the customer picks up their trailer, you must instruct the customer on proper lug nut torque procedures. The customer must understand that the procedure needs to be followed at all times as indicated on the self adhesive warning decal installed on the trailer.

- (N)** NOTE: The customer and you, the dealer, must sign the attached document that **MUST** be returned with the recall claim indicating that the customer **DOES** understand the torque requirements and procedures. The customer and you, the dealer, must also sign the enclosed document stating that you have installed the torque warning decal on their trailer. This document must be attached to the recall claim for processing.

Confirmation of Wheel Torque Instruction

The recall on the 6-Lug aluminum rims has been completed. I have been instructed on the proper wheel lug nut torque requirements and the servicing dealer has installed the warning decal on my travel trailer or fifth-wheel trailer. I understand that greater diligence is required to maintain the torque requirements of aluminum rims.

Owner Signature

Date

Dealer Representative Signature

Date



NOTE :This document is **required** to be signed by both the dealer representative and owner of the trailer. This signed document is **required** to be submitted by the servicing dealer, with the recall claim for reimbursement.

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.

NHTSA Recall Campaign # 04V-364
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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