



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

January, 2006

**IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT
NHTSA Recall Campaign # 05V-556**

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 – 2005 Starcraft Ambient, Jayco Granite Ridge, Greyhawk, and Escapade motorhomes.

Jayco has become aware that reinforcing plates may be missing from the installation of the hitch receiver. When a load is applied to the hitch, it may become partially detached from the frame if these plates are missing. This condition, if not addressed, could result in accident, injury or death.

The remedy includes inspection and replacement of the reinforcing plates with new hardware, if missing. If 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 # 05V-556
January, 2006

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: 9901060

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.
Technical Research Department

Enclosures



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

January, 2006

«Name»

«Address»

«City», «St» «Zip»

«Country»

VEHICLE SAFETY DEFECT SERVICE BULLETIN

NHTSA Recall Campaign # 05V-556

Unit Serial Number: «Serial»

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 2004 – 2005 Starcraft Ambient, Jayco Granite Ridge, Greyhawk, and Escapade motorhomes.

Jayco has become aware that reinforcing plates may be missing from the installation of the hitch receiver. When a load is applied to the hitch, it may become partially detached from the frame if these plates are missing. This condition, if not addressed, could result in accident, injury or death.

You can inspect the unit yourself and conclude all of the hitch plates are present by using the attached color pictures as a guide. If all of the hitch plates are present, please make sure you let us know by completing the enclosed postage paid card and returning it to Jayco. Your notice will tell us the unit was inspected with no problem found, which will stop further reminders and notices. Your dealer will be happy to do the inspection for you.

The remedy includes inspection and replacement of the reinforcing plates with new hardware, if missing. If you are unable to perform this repair, please contact Jayco Customer Service at 1-800-283-8267 for assistance.

This letter attached with a **“Claim Form”** will serve as an authorization to have the correction made. Please present the **“Claim Form”** to your dealer upon arrival of your service appointment. **After the repairs are completed, sign the bottom of the “Claim Form”.** 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**.

NHTSA Recall Campaign # 05V-556
January, 2006

Your Jayco dealer is best equipped to provide service to ensure that your motor home is corrected as promptly as possible. If, however, you take your recreational vehicle 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/or 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 Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Jayco, Inc.
Technical Research Department

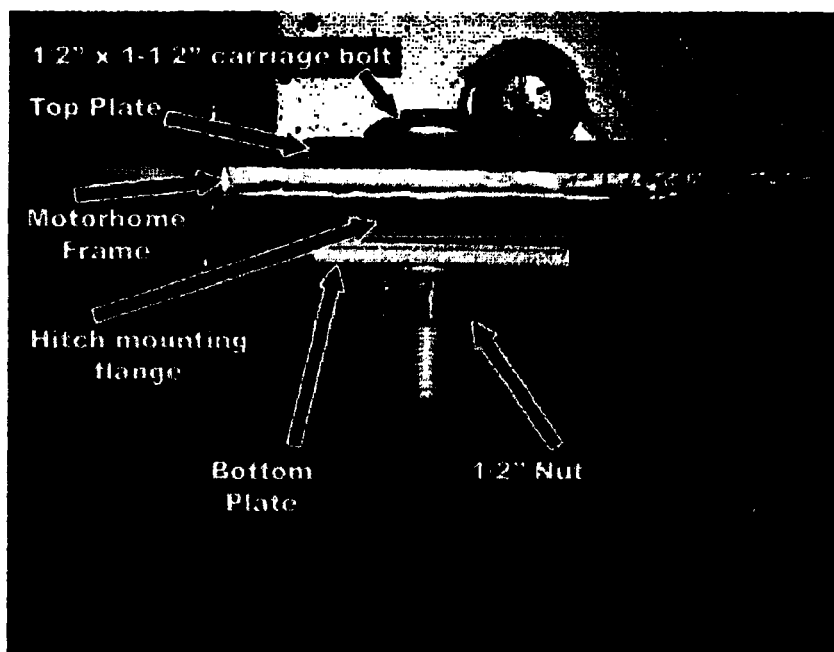


RECALL CAMPAIGN

Customer Instructions

Instructions

1. Inspect the mounting hardware that connect the hitch to the frame.
2. The mounting hardware should have (1) $\frac{1}{2}$ " x $1\frac{1}{2}$ " carriage bolt, (1) $\frac{1}{2}$ " nut, (1) $3\frac{1}{4}$ " x 1 " x $\frac{1}{4}$ " top plate, and (1) 2 " x $1\frac{3}{16}$ " x $\frac{5}{32}$ " bottom plate. See Picture below.
3. If all the mounting hardware is present, complete the form below and return it to Jayco in the postage paid envelope supplied. If any of the mounting hardware is missing, contact your authorized Jayco dealer for replacement of the hitch mounting hardware.



I have inspected the hitch mounting bolt hardware on my motorhome according to the instructions and found that all of the mounting hardware is accounted for.

Name of person who completed inspection: _____

Date of inspection: _____ Unit Serial Number: _____

Your signature: _____

This information will be used to update our records and will prevent you from receiving multiple notices to have this modification done.