

March 2007

«Name»
«Address»
«City», «St» «Zip»
«Country»

VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

- Your 2007 travel trailer or fifth wheel is involved in a safety recall because the Big Easy™ third step may move under second step.
- Schedule an appointment with your Jayco dealer.
- This service will be performed for you at no charge.

NHTSA Recall Campaign # 07V-118

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 2007 Jayco models manufactured between February 9, 2007 and February 28, 2007. There are as follows:

- Bungalow travel trailer "40BHS" (1A), "40FLR" (1B)
- Eagle travel trailer "328RLS" (CA), "288RLS" (CR), "322FKS" (CU)
- Jay Flight travel trailer "32FKS" (EA), "31RKS" (EB), "31BHDS" (EJ), "31BHS" (EM), "28RLS" (EW)
- Eagle fifth wheel "325BHS" (L8), "299RLS" (LJ), "345BHS" (LK), "313RKS" (LR), "291RLTS" (LT)
- Jay Flight fifth wheel "30.5BHS" (PB), "31.5BHDS" (PG)
- Designer fifth wheel "35CLQS" (SH), "34RLQS" (SK), "36RLTS" (SS)
- Recon fifth wheel "F37T" (AU)

The Hickory Springs step has a potential defect concerning the Big Easy™ Triple Steps, which are entry steps installed as original equipment on some of our vehicles. The third step could miss the stop edges, slip under the second step and cause injury. These entry steps were manufactured by Hickory Springs Manufacturing Company (Hickory Springs) between February 6, 2007 and

February 23, 2007. Based on inspections of existing inventory, Hickory Springs determined that no units produced prior to February 6, 2007 contain the defect at issue. Hickory Springs has addressed the manufacturing issues that created the defect, so steps produced after February 23, 2007 do not have the defect

If you do not have a Jayco dealer near you and you choose to take your unit to a non-Jayco dealer, the non-Jayco dealer must contact us for prior authorization to do the recall repair. We will provide the non-Jayco dealer with the proper repair information and any parts that are needed. 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**.

Your Jayco dealer is best equipped to provide service to ensure that your recreational vehicle 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 1-800-283-8267.

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 40990; 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.
After Market Services