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September 2010

«Serial#» «RECALL»  
«First» «Last»  
«Address»  
«City», «State» «Zip»  
«Country»

## VEHICLE SAFETY DEFECT SERVICE BULLETIN

### IMPORTANT

- Model Year 2011 Jayco model Jay Feather Select Travel Trailer, series X213 is involved in a safety recall.
- Schedule an appointment with your Jayco dealer.
- This service will be performed for you at no charge.

### NHTSA Recall Campaign #10V-395

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 2011 Jayco Jay Feather Select Travel Trailers, series X213. The affected units were manufactured between May 17, 2010 and August 16, 2010.

Jayco has determined that the Federal Certification Label and the Tire and Loading Information Label have an incorrect tire pressure. The labels currently indicate a tire pressure of 448 kPa (65 psi) The correct tire pressure is 345 kPa (50 psi) As a result, this is a non-conformance to FMVSS 110, Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less, section S4.3.4. The tires were correctly inflated to 345 kPa (50 psi) at the time of manufacture; however, a retail owner could potentially over-inflate the tires based on the incorrect information on the labels, increasing the risk of a crash.

The remedy for the affected travel trailers will involve removing the incorrect Federal Certification Label and the Tire and Loading Information Label and installing new corrected Labels. **The new labels are enclosed with this letter.** If you choose, you may perform this repair yourself or you may have it performed by a Jayco dealer near you. This repair will be done at no charge to you. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Jayco Customer Service at 800-283-8267 for assistance.

If you perform this repair yourself, you must complete the enclosed Retail Owner Reply Form and return it to Jayco in the enclosed postage-paid envelope. If you choose to have this repair performed by a Jayco dealer and the dealer is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service for further instructions. Any non-Jayco dealer must contact Jayco prior to making the recall repairs for proper authorization and instruction. 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 Retail Owner Reply Form and returning it to us promptly in the enclosed postage-paid envelope. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

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 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, 1200 New Jersey Avenue SE, 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 recreational vehicle.

Sincerely,

Jayco, Inc.