



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

October 2010

«SERIAL» «RECALL»
«FIRST_NAME» «LAST_NAME»
«Address_1»
«City», «State» «Zip»
«Country»

IMPORTANT

- Model Year 2011 Jayco model Pinnacle Fifth-wheels, series 36REQS are 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-469

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 model Pinnacle Fifth-wheels, series 36REQS. The affected units were manufactured between August 25, 2010 and October 1, 2010.

Jayco has determined, based upon information provided to it by Dexter Axle, that axles manufactured by Dexter Axle between August 15 and August 30, 2010 and installed as original equipment on certain Jayco Fifth-wheels, may contain cracks in the spindle weld. These cracks may propagate and cause the spindle to detach from the axle tube, resulting in separation of the wheel end from the vehicle. If this condition is not addressed, it may result in an accident, injury, or death.

The remedy for the affected travel trailers will involve inspection of the axle to obtain the serial number stamped into the axle beam and comparing that serial number to a list of serial numbers

known to be suspect or known to be good. If the axle is on the list of suspect axles, the axle will be removed and replaced. The suspect axle will be returned to Dexter Axle. 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 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 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, 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.