



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

SEPTEMBER 2011

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign # 11V-437

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 2012 Jayco Seneca Class C Motorhomes, series 36FK and 37FS.

The affected units were manufactured between May 18, 2011 and July 13, 2011.

Jayco has determined that the affected recreational vehicles may have insufficiently torqued bolts attaching the rear hitch to the frame. If all of the bolts were to come loose, it could result in the hitch coming loose from the frame and if this occurred while the vehicle was in motion on the road, a collision, injury, or death may result.

The remedy for the affected recreation vehicles will involve inspection and tightening of the hitch bolts. If you are unable to perform this repair, please contact Jayco Customer Service at 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.

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. In addition, make sure the customer signs a **recall** claim form that you must submit to Jayco for payment. The customer must sign the **recall** claim form as an indication that the recall was performed. Jayco will no longer accept recall claims that are not signed by the customer or via the TRADEROUTE system.

If you have any questions regarding this recall or instructions, please contact us on your dealer service line 800-283-8267.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Joe Resil". The signature is written in black ink and is positioned above the printed name and title.

Joe Resil
Regulatory Compliance Manager