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November 2011

SERIAL#      RECALL#  
FIRST LAST\_NAME  
ADDRESS  
CITY, STATE ZIP  
COUNTRY

### VEHICLE SAFETY DEFECT SERVICE BULLETIN

#### IMPORTANT

- Certain Jayco Recreational Vehicles 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 #11V-494**

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 2010 & 2011 Jayco Greyhawk Class C Motorhomes. The affected units were manufactured between May 28, 2009 and September 22, 2010.

Jayco has determined that the certain recreational vehicles may have an improper electrical connection at the buss bar on the affected transfer switches. This improper connection may lead to overheating and melting of the transfer switch. If this condition is not addressed, it may result in a fire, injury or death.

The remedy for the affected recreational vehicles is to replace the transfer switch. This repair will be done at no charge to you and should be completed in less than one hour. 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 your Jayco dealer is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service for further instructions. If you choose to take your vehicle to a non-Jayco dealer, they 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 written 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.