



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

SEPTEMBER 2012

## **IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT**

*NHTSA Recall Campaign # ??*

**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 2008, 2009, and 2011 Jayco Greyhawk Class C Motorhomes; 2008-2011 Jayco Melbourne Class C Motorhomes; 2008-2010 Octane Sport Utility Travel Trailers.

The affected units were manufactured between May 21, 2007 and September 10, 2010.

Jayco has determined that certain recreation 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.

The remedy for the affected recreational vehicles is to replace the transfer switch. 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 the claim form that you must submit to Jayco for payment. The customer must sign the claim form as an indication that the recall was performed. Jayco will not 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 "Joseph J. Resil".

Joe Resil  
Regulatory Compliance Manager