



903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-5861 • Fax (574) 825-7354

May 2014

IMPORTANT SAFETY RECALL
This Notice Applies To Your Recreational Vehicle «VIN»
NHTSA Recall Campaign # 14V-196

«SERIAL»
«NAME»
«ADD1»
«ADD2»
«CITY» «STATE» «ZIP»

Dear Valued Jayco Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Jayco, in conjunction with Electrolux Home Products, distributor of Frigidaire microwaves, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2013 Seneca Class C Motor Homes, Eagle Premier and Pinnacle Fifth Wheels and certain Model Year 2014 Seneca Class C and Precept Class A Motor Homes, Eagle Premier and Pinnacle Fifth Wheels. Affected units were manufactured between January 14, 2013 and August 26, 2013.

Certain of these vehicles were manufactured with a Frigidaire KG Series convection microwave that has a quality defect in the oven membrane/keypad and may allow the oven to activate and begin heating while unattended. The microwave serial numbers that require the recall remedy, have a serial number range of **KG30607951 through KG31600670** . If items are being stored in the cavity and the microwave activates, it could result in excessive heat, smoke or possible fire inside the microwave. Upon confirmation that the serial number noted on your microwave is included in this recall, please unplug the oven until the oven is repaired.

Included with this Recall notification is an Information Sheet with instructions how to complete, sign and return to Jayco via fax, email or using the enclosed postage paid envelope. Upon receipt, Jayco will provide the contact information to Electrolux, for scheduling the recall repair. ***JAYCO DEALERS ARE NOT PERFORMING THIS RECALL REPAIR.***

The remedy is the replacement of the microwave membrane/keypad by an **Authorized Electrolux Service Technician** at no charge to you. If you paid to have 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 Electrolux is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service at 800-283-8267 for further instructions. 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, Electrolux does not remedy this condition on that date or within three (3) days of the set appointment, please contact Jayco Customer Service Department at 800-283-8267. If after contacting Customer Service 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 certainly regret this inconvenience; however your safety and satisfaction with your Jayco product are important to us.

Sincerely,
Jayco