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September 2014

**IMPORTANT SAFETY RECALL**  
**This Notice Applies To Your Recreational Vehicle VIN # \_\_\_\_\_**  
**NHTSA Recall Campaign # 14V-467**

Dear Valued Jayco RV Owner:

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

Jayco has decided that a defect which relates to motor vehicle safety exists on certain Model Year 2013 and 2014 Seneca Class C motorhomes manufactured May 7, 2012 through February 12, 2014. Water infiltration into the backside of the TriMark keypad, located in the entrance door, can generate corrosion of the internal electronic components of the keypad. The corrosion may cause the electronic components of the keypad to malfunction creating the possibility of an electrical short, which could increase risk of a thermal event causing injury and/or damage to property.

The recall repair for the affected vehicles is to replace the TriMark keypad and add a 5 amp fuse to protect the wiring running from the house battery to the TriMark Keypad. Please contact a Jayco dealer for this repair. The repair will be done at no charge to you and should take approximately an hour to complete. 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 at 800-283-8267 for further instructions. If you choose to take your vehicle to a non- dealer, they must contact Jayco Customer Service 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 enclosed form and sending to Jayco. 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 Jayco customer Service at 800-283-8267. If after contacting your dealer and 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 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