



<p>Safety Recall: 16V-560 Release Date: 10-16-2020</p>
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IMPORTANT SAFETY RECALL SECOND NOTICE
This Notice Applies to Your Recreational Vehicle 1UJBJ0AG0H77D0068

Dear Valued Customer:

Our records show that Recall 16V-560 remains open on this recreational vehicle. Please contact an authorized Dealer as soon as possible to set an appointment. If the Remedy was performed, please complete and return the Reply Form on the back of this letter to update our records.

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

Jayco has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016-2017 Eagle, Jay Feather, Hummingbird, Jay Flight, Jay Flight SLX, Octane and White Hawk travel trailers with a Sway Command system installed during production.

Reason for this recall When the travel trailer with the Sway Command system is connected to certain tow vehicles with factory installed integrated brake controllers, the vehicle operator will lose trailer brakes after the sway system applies the trailer brakes during a sway event. The loss of the trailer brakes can result in a loss of control of the tow vehicle and the trailer, which could result in a crash with personal injury and/or property damage.

Recall Remedy Removal of the Sway Command system from the travel trailer. **PLEASE DO NOT TOW YOUR TRAILER UNTIL THE SWAY COMMAND SYSTEM IS DISCONNECTED.** Upon completion of the remedy, Jayco will reimburse you for the System.

What we need you to do Please contact an authorized Dealer as soon as possible to schedule an appointment. The Recall Remedy is free of charge and will take approximately 1 Hour to complete.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If 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. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact NHTSA. To submit a written complaint contact 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 is our most important priority.

Sincerely,
 Compliance Management