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February 2018

IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle xxxx
NHTSA Recall Campaign # 18V-072

Dear Valued Customer:

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 2017 – 2018, Eagle 333BHOK (EC) travel trailers manufactured August 3, 2016 through October 19, 2017.

The safety chains installed by the manufacture of the A frame are underrated for the Gross Vehicle Weight Rating (GVWR) of the travel trailers. The recalled units have safety chain load rating of 11,700 lbs. when the correct load rating should be 16,200 lbs. The underrated safety chains may break under normal use, increasing the risk of trailer separation from the tow vehicle, and therefore increasing risk of a crash with personal injury and/or property damage.

The recall remedy is for a Jayco dealer to replace the existing safety chains that are rated at 11,700 lbs. with safety chains that are rated at 16,200 lbs.

The recall remedy will be at no charge to current owner and will take approximately a half an hour. 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 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. 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. 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 certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,
Jayco Towable Division