



**Safety Recall: 18V-286 2018-240  
MorRyde 16k Orbital Pin Box**

## **IMPORTANT SAFETY RECALL**

### **This Notice Applies to Your Recreational Vehicle (Serial Number)**

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 exits in certain Model Year 2018 Eagle HT fifth wheels equipped with the optional MorRyde 16K Orbital Pin box.

#### ***Reason for this recall***

The bearing in the pin box is not properly seated. Over a period of time, the spindle could fatigue and break and increase the risk of a crash causing personal injury and /or property damage.

If the pin box is currently **in the rotation mode**, it must be locked out and pin box returned to the standard transport mode until the Recall Remedy is complete. MorRyde's lock out instructions are provided with this notification. If you are unable to perform the lock out, please contact Jayco Customer Service for assistance 800-283-8267.

If the pin box is currently being used as a standard pin box, no precautions are required prior to the completion of the Recall Remedy. **DO NOT ENGAGE THE ROTATION MODE BEFORE THE RECALL REMEDY IS PERFORMED.**

#### ***Recall Remedy***

Install a metal spacer to prevent the metal -to -metal contact and allow the bearing to be seated properly. The Recall Remedy requires approximately 1 hour to complete and is at no charge to you

#### ***What we need you to do***

Please contact a Jayco Authorized Dealer and schedule an appointment as soon as possible to have this remedy completed. *If you choose to take your vehicle to a non-Jayco dealer, they must contact Jayco for proper authorization and instructions prior to starting the repair.*

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 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>. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,  
Jayco Towable Division

