



**Safety Recall: 18V-449 2018-361
July 2018**

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle (VIN #)

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 2019 White Hawk travel trailers.

Reason for this recall

The screws that secure the steps to the ladder rail may be overtightened and/or broken. If weight were applied to the ladder step, occupant could fall, increasing risk of injury and/or damage to property.

Recall Remedy

Replace the affected screws and tightened the new screws to proper specification. The remedy is free of charge and will take approximately 90 minutes to complete.

What we need you to do

Please contact a Jayco Dealer as soon as possible to schedule an appointment to have the remedy completed. **Do not climb on the ladder until the remedy is completed.**

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 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

