



<p>Safety Recall: 18V-294 Release Date: 10-16-2020</p>
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IMPORTANT SAFETY RECALL SECOND NOTICE

This Notice Applies to Your Recreational Vehicle 1SAAS0AD0C2BA5056

Dear Valued Customer:

Our records show that Recall 18V-294 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 exits in certain 2011 - 2015 Camping Trailers (fold-downs) equipped with a Lippert Power Roof Lift Mechanism.

Reason for this recall

Mis-Use of the manual over-ride feature on the Power Roof Lift Mechanism could create higher torque values through the drive motor. The higher torque values may damage components of the mechanism and could allow the roof to collapse (fall) without a warning, resulting in personal injury and/or property damage..

Recall Remedy

ALL 2011-2015 camping trailers with a Power Roof Lift require a WARNING LABEL placed in close proximity of the manual over-ride feature to alert consumer of risk and proper use. Certain Model Year 2011 – 2013 camping trailers manufactured prior to OCTOBER 2012 AND are equipped with a Power Roof Lift Mechanism, require installation of a stop plate.

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 5 Hours (to install end plate) 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