



<p>Safety Recall: 18V-449 Release Date: 10-16-2020</p>
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IMPORTANT SAFETY RECALL SECOND NOTICE

This Notice Applies to Your Recreational Vehicle 1UJB0BN0K1440103

Dear Valued Customer:

Our records show that Recall 18V-449 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 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

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 90 Minutes 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