



IMPORTANT SAFETY RECALL

**Safety Recall: 19V-691
October 2019**

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 Model Year 2019 and 2020 Jay Feather HY travel trailers, model X19H (JH).

Reason for this recall The handle on the emergency window is incorrect. The incorrect handle interferes with and prevents the window from opening to the extent required for occupant/s to exit. The inability to utilize the emergency window to vacate the trailer increases the risk of personal injury or death.

Recall Remedy Replace the original handle (black/triangular shaped) with the correct handle (red/Z shaped). The correct handle shipped with this notification letter. You can replace the handle following the provided instructions or contact an authorized Jayco Dealer to complete. The Recall Remedy is free of charge and takes approximately 15 minutes.

What we need you to do If you choose to perform the Recall Remedy, please complete the Reply Form and return it to Jayco Regulatory Compliance. It is important that we update our records showing the Recall Remedy was performed on your travel trailer. If you choose to schedule an appointment with a Jayco Dealer, please communicate that you have the correct handle and will bring to your appointment.

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 Towables

Reply Form

Jayco Corp Regulatory Compliance

903 South Main Street P.O. Box 460 Middlebury IN 46540

Publication: Recall # 19V-691 NHTSA

Egress Window Handle

Vin:	Serial number:	
Name:		
Address:		
City:	State:	Zip Code:
Home Phone #	Work Phone #	

Please fill in the required information above. The Recall notification letter notes your serial number.

I replaced the black knob on the Egress window with the red Z shaped crank handle per the Recall Instructions.

YES

NO

I no longer own/possess the vehicle for the following reason: <i>(Please mark appropriate line)</i>	➤ I Sold it: _____	Date of Sale/Trade: _____
	➤ I Traded it: _____	
	➤ Destroyed/Totaled: _____	
	➤ Stolen: _____	
	➤ Exported: _____	
Sold or Traded To:		
Name:		
Address:		
City, State & Zip Code:		
Phone Number:		Email:

Signature: _____ Date: _____

Please email this form to Compliance@jayco.com. Thank you