



<p>Safety Recall: 19V-873 December 2019</p>

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, exists in certain Model Year 2019-2020 White Hawk 24MBH Travel Trailers.

Reason for this recall

The exterior ladder placement may prevent the rear emergency escape window from going to a **fully** open position. In an emergency, occupant(s) would not be able to escape injury using this emergency exit window.

Recall Remedy

Validate if the emergency window can open **FULLY** without contacting the ladder and when necessary, relocate the ladder to prevent interference with the emergency escape window.

Be aware of all emergency exits in your trailer.

What we need you to do

Please test the emergency window to confirm the window can or cannot open **fully** without contacting the ladder and report your findings to Jayco on the enclosed *Reply Form*. If the window can not fully open, please contact an authorized Dealer as soon as possible, to schedule an appointment. If you wish, the inspection can be performed at a Dealer at no charge as part of the Recall Remedy. The remedy may take 3-4 days due to the fiberglass repair required, prior to relocating the ladder on the trailer.

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 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>.

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