



Safety Recall: NHTSA # 23V-404
November 2024

IMPORTANT SAFETY RECALL – SECOND NOTICE

This Notice Applies to Your Recreational Vehicle «unit serial »

Name
Address
City, St. Zip

Dear Valued Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Jayco Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2023 Jayco Swift, Swift LI, Entegra Ethos and Ethos LI Class B motorhomes.

This is a follow up to a previous letter we mailed regarding this recall. Our records show that this recall has not been completed on your vehicle.

<i>Reason for this recall</i>	The solar panel may detach from the Pop-Up roof. A detached solar panel could become a road hazard increasing the risk of a crash.
<i>Recall Remedy</i>	Jayco Inc. Dealers will remove the solar panel so that new brackets can be bonded to sanded areas on the roof. The solar panel will be re-attached to the existing brackets. The remedy will be free of charge and will take approximately 1.5 hours to complete.
<i>What we need you to do</i>	Please contact a Jayco certified repair facility and schedule an appointment for this remedy.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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. Submit an email to service@jayco.com including your name, address, VIN, recall number, and a clear, legible receipt showing the identification of the product that was recalled.

If you no longer own this vehicle or if your dealer does not remedy this condition at no charge, 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
Jayco Inc. Motorized Division