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July 2016

IMPORTANT SAFETY RECALL
NHTSA Recall Campaign # 16V-560
Transport Canada # 2016-380

Dear Valued Jayco Dealer:

This notice is sent to you in accordance of 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 2016 – 2017 Eagle, Jay Feather, Hummingbird, Jay Flight, Jay Flight SLX, Octane and White Hawk travel trailers with a Sway Command system installed. When Jayco trailers with the Sway Command system are connected to certain tow vehicles with factory installed integrated brake controllers, a vehicle operator will lose trailer brakes after the sway system applies the trailer brakes during a sway event. The loss of trailer brakes can result in a loss of control of the tow vehicle and connected trailer, which could result in a crash with personal injury and property damage.

To remedy this defect, Jayco has made the decision to remove the Sway Command system from all affected trailers. Jayco understands that this may seem like a drastic measure but the safety of our Customers is our top priority.

The Recall Part Kits for all the affected travel trailers currently in your inventory, will ship direct to you the first week of August. Orders will be required for the Recall Parts Kit for retail appointments made for the recall remedy.

You will be reimbursed the cost (\$250.00) for each Sway Command removed from affected trailers in your inventory through the Jayco's claims process. **Please read the Recall Instruction sheet for specific details regarding information required on your claim and part return requirements.**

Retail Notification of this recall will include instructions how they are to disconnect the Sway Command prior to towing the trailer to a Jayco dealer for the recall remedy. Customers will be reimbursed the retail cost (\$375) for the Sway Command upon completion of the recall remedy by the **servicing dealer**. The **servicing dealer** will note the reimbursement on the recall claim and process re-payment through normal recall claim process. **Please read the Recall Instruction sheet for specific details regarding information required on your claim and part return requirements**

The Recall Remedy Instructions and the Retail instructions on how they can disconnect the system will be available on Jayco Partners Monday, August 1.

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold an affected unit recently, please contact the owner immediately to advise of the recall. In addition, please register the unit by submitting the Warranty Registration information to Jayco.

If you have any questions, please contact Jayco Customer Service at 800-283-8267.

Sincerely,
Jayco Towable Division



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Follow proper safety practices. If in doubt, consult a professional RV technician.