



August 2016

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540 • (574) 825-5861 • Fax (574) 825-7354

IMPORTANT SAFETY RECALL

This Notice Applies To Your Recreational Vehicle _____

NHTSA Recall Campaign # 16V-560

Dear Valued Jayco 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 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/or property damage.

To remedy this defect, Jayco has made the decision to remove the Sway Command system from all affected travel trailers. This may seem like a drastic measure, but your safety is the priority to Jayco.

Our records show your trailer has the Sway Command installed and must be removed.

WARNING

PLEASE DO NOT TOW YOUR TRAILER UNTIL THE SWAY COMMAND SYSTEM IS DISCONNECTED

Instructions are enclosed with this letter to show you how to disconnect the Sway Command System. If you are not comfortable doing this, please contact Jayco Customer Service at 800-283-8267 or a Jayco Dealer for assistance. Please contact a Jayco Dealer immediately to schedule an appointment for the removal of the Sway Command system. The Recall Remedy will be at no cost to you and upon completion of the remedy you will be reimbursed \$375.00 for the Sway Command System removed.

If your Jayco dealer is unable to perform the recall within a reasonable time frame, please contact Jayco Customer Service at 800-283-8267 for further instructions. If you choose to take your vehicle to a non-Jayco dealer, they must contact Jayco prior to making the recall repairs for proper authorization and instruction. Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

If, however, 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>.

We certainly regret this inconvenience; however your safety is important to us.

Sincerely,
Jayco Towable Division



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