



Safety Recall: 18V-460 2018-372
July 2018

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle xxxx(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 2019 Octane T32H “VH” and T30F “VF” travel trailers.

***Reason for
this recall***

The exhaust pipe for the generator may be missing. Exhaust from the generator may enter the travel trailer and create a life threatening condition for occupants.

***Recall
Remedy***

Step One: Inspection of the generator to validate if exhaust pipe is in place.
When required Step Two: Installation of the exhaust pipe to the generator.
The recall remedy is free of charge and will take approximately .4 hr to complete.

***What we
need you to
do***

Please inspect your travel trailer per the instructions included with this notification letter.
When exhaust pipe is present – Please complete the Reply Form and return to Jayco
When exhaust pipe is missing – Please contact a Jayco dealer as soon as possible to schedule the installation of the exhaust pipe – **DO NOT USE THE GENERATOR UNTIL THE EXHAUST PIPE IS INSTALLED.**

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 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 Towable Division

