



Safety Recall: Jayco 19V-177
Entegra 19V-178
March 2019

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 exits in certain Model Year 2019 Jayco Embark and Entegra Reatta Class A motorhomes.

***Reason for
this recall***

The hitch receiver on your motorhome may have been compromised during delivery of the chassis to our production facility. The hitch may have fractured at the receiver opening. **The fracture may not be visible to the naked eye.** Failure of the hitch can increase the risk of crash or injury.

***Recall
Remedy***

An authorized Dealer will remove and replace the hitch free of charge. The Recall Remedy will take approximately 2 hours. **PLEASE DO NOT USE THE HITCH UNTIL THE RECALL REMEDY IS PERFORMED.**

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

Please contact a Jayco Authorized Dealer as soon as possible to schedule an appointment to have this remedy completed free of charge.

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 800-517-9137. 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 Motorized/Entegra Coach