



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 20, 2019

Ms. Terri Tobias
Regulatory Compliance Manager
Jayco, Inc.
903 South Main Street
P.O. Box 460
Middlebury, IN 46540

NEF-150KL
19V-873

Subject: Exterior Ladder may Block Emergency Escape Window

Dear Ms. Tobias:

This letter serves to acknowledge Jayco, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

JAYCO/WHITE HAWK/2019-2020

Mfr's Report Date: December 10, 2019

NHTSA Campaign Number: 19V-873

Components:

STRUCTURE:BODY:DOOR/WINDOW:EMERGENCY EXIT

Potential Number of Units Affected: 51

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2019-2020 White Hawk (144) travel trailers, model 24MBH. The rear emergency escape window can not fully open due to the placement of exterior ladder.

Consequence:

In the event of an emergency, occupants may not be able to exit through the escape window, increasing risk of injury.

Remedy:

Jayco will notify owners, and dealers will remove and relocate the existing ladder to prevent interference with the emergency escape safety window, free of charge. The recall is expected to begin December 20, 2019. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is 9901503.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Jayco's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement