



<p>Safety Recall: 19V-873 Release Date: 10-16-2020</p>
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IMPORTANT SAFETY RECALL SECOND NOTICE

This Notice Applies to Your Recreational Vehicle 1UJBJ0BN0K1440263

Dear Valued Customer:

Our records show that Recall 19V-873 remains open on this recreational vehicle. Please contact an authorized Dealer as soon as possible to set an appointment. If the Remedy was performed, please complete and return the Reply Form on the back of this letter to update our records.

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 2019-2020 White Hawk 24MBH Travel Trailers

Reason for this recall The exterior ladder placement may prevent the rear emergency escape window from going to a fully open position. In an emergency, occupant(s) would not be able to escape injury using this emergency exit window..

Recall Remedy Validate if the emergency window can open FULLY without contacting the ladder and when necessary, relocate the ladder to prevent interference with the emergency escape window.

What we need you to do Please contact an authorized Dealer as soon as possible to schedule an appointment. The Recall Remedy is free of charge and will take approximately 24-32 Hours to complete.

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 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact NHTSA. To submit a written complaint contact 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 our most important priority.

Sincerely,
Compliance Management