



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 21, 2020

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

NEF-150KL
20V-548

Subject: Leveling System Mounting Bracket May Fail

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:

ENTEGRA/ODYSSEY/2018-2019
JAYCO/ENVOY 200/2017
JAYCO/ESTEEM/2018-2019
JAYCO/GREYHAWK/2016-2019
JAYCO/GREYHAWK PRESTIGE/2018-2019
JAYCO/REDHAWK/2016, 2018-2019
JAYCO/SENECA/2016-2018

Mfr's Report Date: September 9, 2020

NHTSA Campaign Number: 20V-548

Components:

EQUIPMENT:MECHANICAL:JACKS
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

Potential Number of Units Affected: 4,036

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2016-2018 Jayco Seneca, 2016-2019 Jayco Greyhawk, 2016 and 2018-2019 Jayco Redhawk, 2017 Jayco Envoy 200 Series and 2018-2019 Entegra Odyssey, Jayco Esteem, and Jayco Greyhawk Prestige motorhomes. The mounting brackets for the leveling system hydraulic pump and reservoir may fail allowing the components to contact the ground.

Consequence:

Contact with the ground may cause the pump and reservoir to detach or leak hydraulic fluids, increasing the risk of a crash.

Remedy:

Jayco will notify owners and dealers will install an additional support bracket, free of charge. The recall is expected to begin October 30, 2020. Owners may contact Jayco's customer service at 1-800-517-9137. Jayco's number for this recall is 9901519.

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.

Please be reminded of the following requirements:


You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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