



Safety Recall: 20V-665  
December 30, 2020

## IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle xxxxx

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, exists in certain 2020 and 2021 Northpoint 387RDFS (LZ) fifth wheels built on Dexter D70 3500K axles serial number.

***Reason for  
this recall***

The spindle weld on the axle may fail, resulting in the wheel/spindle assembly breaking away from the axle tube. Axle failure may lead to a crash with personal injury and/or property damage.

***Recall  
Remedy***

Inspection of each axle serial number to confirm axle is affected and then replace affected axle/s as required. January 18, 2021 the replacement axles required for this remedy will be available to ship to the servicing dealer. The recall remedy is free of charge. The initial axle inspection will take approximately ½ hour and the axles need replacement will take an additional approximately 2 hours.

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

Please contact your Dealer to set an appointment for the inspection to confirm if replacement axles are required on your fifth wheel.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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 800-283-82567. 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  
Jayco Towable Products