



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 28, 2020

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

NEF-150KL  
20V-780

**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/ESTEEM/2020-2021  
ENTEGRA/ODYSSEY/2020-2021  
JAYCO/GREYHAWK/2020-2021  
JAYCO/GREYHAWK PRESTIGE/2020-2021  
JAYCO/REDHAWK/2020-2021  
JAYCO/REDHAWK SE/2020-2021

**Mfr's Report Date:** December 15, 2020

**NHTSA Campaign Number:** 20V-780

**Components:**

EQUIPMENT:MECHANICAL:INTEGRATED JACK/LEVELER/STABILIZER  
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

**Potential Number of Units Affected:** 0

**Problem Description:**

Jayco, Inc. (Jayco) is recalling certain 2020-2021 Greyhawk, Greyhawk Pestige, Redhawk, Redhawk SE, Odyssey, and Esteem 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 a new support bracket, free of charge. The recall is expected to begin January 31, 2021. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is 9903528.

**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](http://www.safercar.gov).

Please ensure the following requirements are met:

The total number of products potentially containing the defect or noncompliance (49 CFR 573.6 (c)(3)).

**AMENDED 573 REQUIRED.**

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

**AMENDED 573 REQUIRED.**

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](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



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