



Safety Recall: 20V-780
February 3, 2021

IMPORTANT SAFETY RECALL

This Notice Applies to Your Recreational Vehicle «unit serial »

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 2020-2021 Greyhawk, Greyhawk Prestige, Redhawk, Redhawk SE, Odyssey and Esteem motorhomes manufactured with a hydraulic leveling system.

***Reason for
this recall***

The supporting structure for the hydraulic leveling system pump and reservoir may fail. Failure could potentially allow the pump and reservoir to contact the ground, which may result in either a complete separation and/or the possibility of hydraulic fluid loss, increasing the risk of a crash and/or property damage.

***Recall
Remedy***

The supporting structure for the leveling system's hydraulic pump and reservoir requires additional support to prevent failure. The remedy is free of charge and will take approximately 2 hours to complete.

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

Please contact your Dealer and set an appointment for this remedy.

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 800-517-9137. 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 Motorized