



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 22, 2021

Troy Niswonger  
Jayco, Inc.  
903 South Main Street  
Middlebury, IN 46540

NEF-107KL  
21V-449

**Subject:** Metallic Electrical Boxes May Not Be Grounded

Dear Troy Niswonger:

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:**  
JAYCO/WHITE HAWK/2021

**Mfr's Report Date:** June 15, 2021

**NHTSA Campaign Number:** 21V-449

**Components:**  
ELECTRICAL SYSTEM  
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER:120/240 VAC ELECTRICAL SYSTEM:SERVICE  
PANEL

**Potential Number of Units Affected:** 43

**Problem Description:**

Jayco, Inc. (Jayco) is recalling certain 2021 White Hawk travel trailers. The metallic electrical boxes may not be grounded.

**Consequence:**

An ungrounded metallic electrical box can cause an electrical shock, increasing the risk of injury.

**Remedy:**

Dealers will install a bare copper grounding conductor to the metallic electrical box, free of charge. Owner notification letters are expected to be mailed July 14, 2021. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is 9901568.

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

**Please ensure the following requirements are met:**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**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.

Jayco, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement