



IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 24E002

DATE:

Dear

This letter was sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Villa International has decided that certain Jayco motor-homes equipped with Villa driver and passenger seating fail to conform to Federal Motor Vehicle Safety Standard NO. 207, "seating systems".

According to our vehicle information, your motor-home has been identified as being on the affected vehicle recall list. The Villa seats affected were fabricated and delivered to Jayco from 12. 27.21 through 3.27.22. These seats were installed into Jayco, Anthem, Aspire, and Cornerstone vehicles.

The defect concerns the seat pedestal that mounts to the vehicle floor. The attached drawing #100025 shows the defective pedestal without the weld bead and the correct pedestal with the weld bead. The pedestal incorrectly welded could fail in the event of a crash increasing the risk of injury.

The recall remedy is to inspect for the incorrect pedestal weld of the can to the mounting plate among the vehicles determined to be affected. The repair of vehicle seats found to have the defective pedestal will be to replace the defective pedestal with a new one.

Please contact your Jayco dealer as soon as possible to arrange an inspection date for your vehicle. Inspection photos of the pedestal weld areas per the attached drawings can also be sent to Villa to determine if the recall repair will be required. The pedestal inspection photos can be sent to jim@villainternational.com.

The instructions for the correction have been sent to your dealer and the proper replacement parts will be available.

The necessary time to inspect for the defective pedestal would be less than 5 minutes.

Replacement of the pedestal will take approximately one hour. The inspection and replacement pedestal will be done free of charge.

Your dealer is best equipped to provide the service and ensure that your vehicle is corrected properly. If your dealer fails to correct the defect on the agreed service date and or within seven (7) days of the service date, please contact Villa International at the phone numbers listed below or Jayco customer service.

The enclosed form identifies your motor-home on the affected vehicle list. Present this form to your motor-home dealer as it will serve as the authorization and claim form to have the correction made. If the affected vehicle has been traded or sold or cannot have the inspection /repair service performed, please notify Villa International by completing the enclosed reply form and returning it promptly. *(Federal law requires that any vehicle lesser receiving this recall notice must forward a copy to the lessee within ten days.)*



In the event that after contacting the dealer, Villa International, and vehicle manufacturer and you are unable to have this safety defect corrected within a reasonable time and without charge, please contact by writing the Administer, National Highway Traffic Safety Administration, 400 Seventh street , SW, Washington, DC 20590 or call 1-888-327-4236.

The enclosed owner reply form identifies the affected vehicle for this recall. Presenting this form to your dealer will assist in completing the necessary correction in the shortest possible time. If you have traded or sold this vehicle please complete the reply form and return it to Villa International.

Please note that you may be entitled to reimbursement for pre-notification of issues if proper documentation can be produced. (reference 49 CFR part 577.13) Please contact Jayco customer service or Villa International to request reimbursement for any repairs performed on Villa seating on the affected vehicle prior to this notification.

We at Villa International are sorry to have caused this inconvenience at this time. We have taken this action to ensure your safety and for your continued satisfaction with our seating products.

Sincerely,

JG Mariel

Villa International



**CUSTOMER NOTIFICATION
/ DEALER CLAIM FORM**

NHTSA Recall

VILLA Driver & Passenger ABTS

Description of Parts Replaced, if Component, Record Brand Name, Model and Serial Number	Dealer Cost for Non Refundable Part	Description of Services Performed	Labor allowance	Labor Flat Rate	Labor Cost
Pedestal #		inspection	.10 HR		
Pedestal #		replacement	1 HR		

Dealer/Service Center name & address :

Claim must be submitted within 15 days after completion of work.
Return Claim Form WITH any Returnable Part, if Required.

I confirm the performance of the above work and accept it as being satisfactory.

Dealer Signature _____ Date _____ Customer Signature _____ Date _____

Customer Name _____

Customer Address _____

Customer City, STATE, ZIP _____

INSPECTED OR REPAIRED VEHICLE VIN# _____

Villa driver seat label information order# _____ Seal part # _____

Villa passenger seat label information order # _____ Seal part # _____

NOTE: Please return a copy of this form to Villa International, 4733 Eastland Dr., Elkhart, IN, 46516
Email jim@villainternational.com



RECALL NOTIFICATION RETURN FORM

Please complete this form if the recalled vehicle was sold, transferred, inspected, and/or repaired.
 Return this form to Villa International, 4733 Eastland Dr. Elkhart, IN, 46516, Fax 574 389 9393, attn: jgm, or Email jgm@villainternational.com

SECTION 1

This vehicle has been inspected and/or repaired at an authorized dealership. Vehicle
 manufacturer _____ Vehicle year _____ Vehicle model _____ VIN# _____

On _____ 20 _____ the vehicle identified above was inspected and/or repaired by:
 Dealer _____ in (City, State) _____

Owner Signature: _____ Date: _____

Villa driver seat label information (in rear pocket) order# _____ Seat part # VI _____ Inspected _____ Repaired _____
 Villa passenger seat label information order# _____ Seat part # VI _____ Inspected _____ Repaired _____

SECTION 2

I no longer own the vehicle described above. It has been transferred on _____ (Date).

TO, Name: _____
 Address: _____
 City, State: _____

SECTION 3

I was unable to have the Recall Service Performed. On _____ 20 _____ I took the vehicle
 identified below to (Dealer) _____ in (City, State) _____ but was unable to have the Recall Service performed because:

Phone No. () _____ Owner Signature _____

SECTION 4

I do not possess the vehicle identified above for the following reason.
 Destroyed/Totaled _____
 Stolen _____
 Exported _____

