



Recall Campaign

NHTSA#: 16V-560 **Job Code** 9901308 Removal of Sway Control 1hr
TC#: 2016-380

Date of Publication: July 2016

Action Required

Remove the Sway Command System

Affected Units

2016 - 2017 Jayco Travel Trailers

All models of Eagle, Jay Feather, Hummingbird, Jay Flight, Jay Flight SLX, Octane and White Hawk Travel Trailers with Sway Command Installed

Parts Kit 9901038A

- 4 Screws - #8 x 1" PH
- 2 Reflector bezel - chrome
- 2 Reflectors - Amber
- 2 Reflector base - black

Shop Supplies / Tools

- | | |
|--------------------------------|---------------------------------|
| Screw gun with #2 square bit | Small level |
| Flat blade screwdriver (small) | Isopropyl Alcohol and clean rag |
| Phillips screwdriver (small) | 3 cap type wire connectors |
| Wire cutters | Electrical tape |
| Wire crimpers | Tube of clear silicon sealant |
| Small die grinder or Dremel | |

Claims Processing

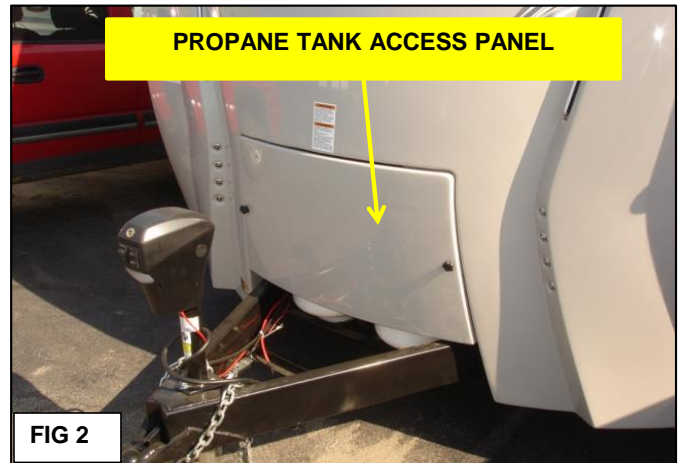
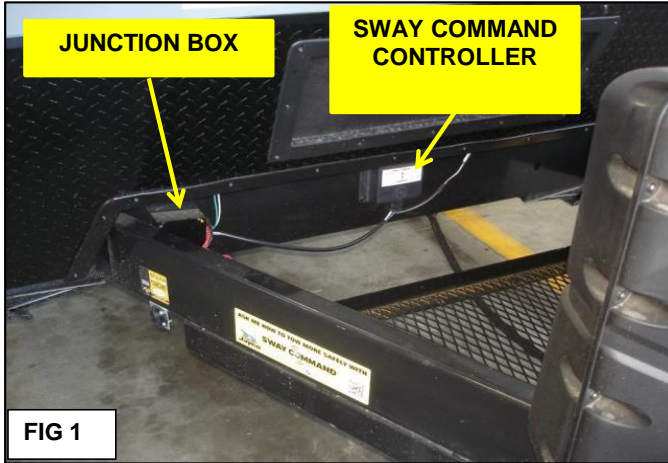
The harness, light pod and module must be returned to Jayco using the inbound freight program, following our set procedures, prior to payment of claim.
 Each claim should note the reimbursement due for the removal of the Sway Command System - Dealer \$250 Retail \$375.
 The servicing dealer will pay the compensation to the retail owner at the completion of the recall remedy and then will be reimbursed via the claim.
 Special part numbers have been set up to track these reimbursements, please apply them to the parts section of your recall claim for reimbursement:

9901308F for Retail (\$375) and **9901308G** for Dealers (\$250).

PLEASE NOTE THE APPROPRIATE PART NUMBER ON YOUR CLAIM TO PROCESS THE AMOUNT DUE.

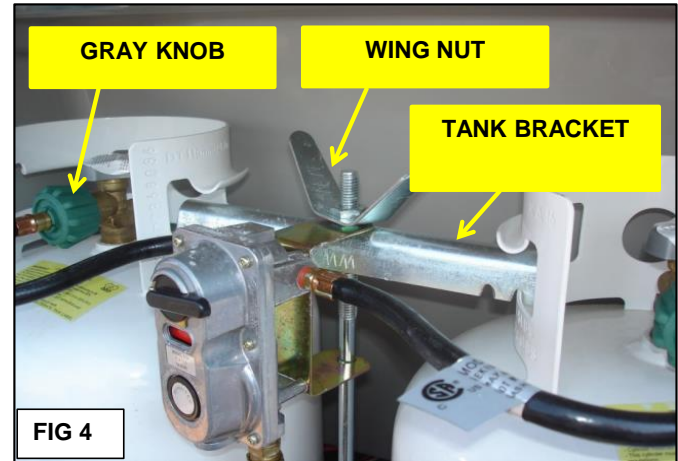
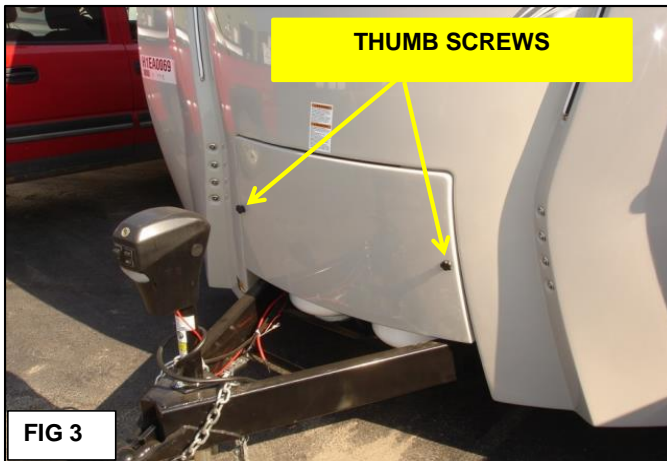
INSTRUCTIONS TO REMOVE THE SWAY COMMAND SYSTEM.

- 1 TURN OFF ALL POWER BEFORE STARTING THE REPAIR. DISCONNECT SHORE POWER AND THE BATTERY.**



- 2 Fig 1:** Locate the Sway Command control box on the front crossmember inside the "A" Frame hitch.

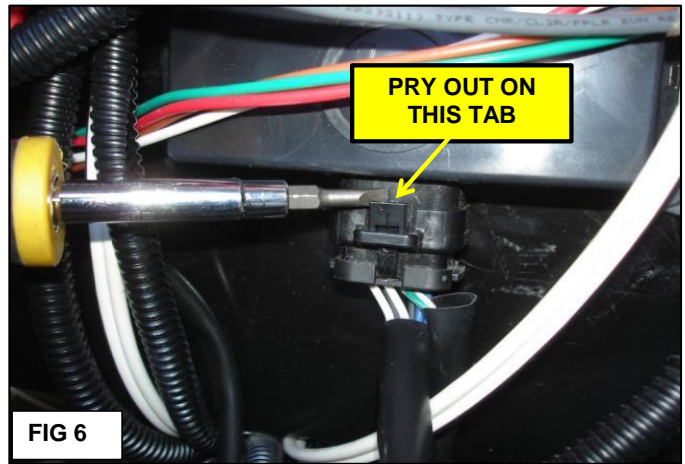
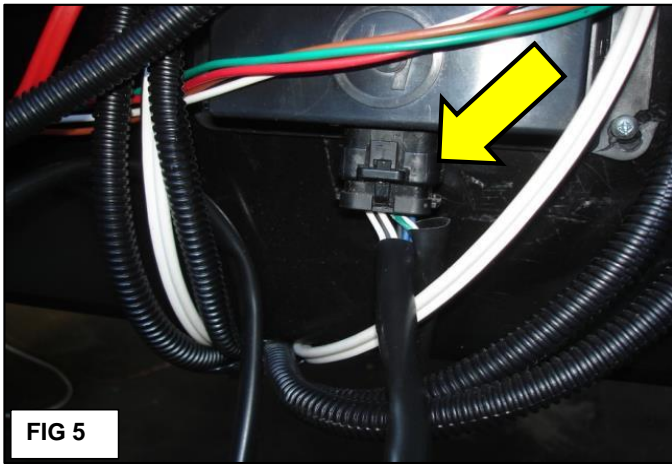
Fig 2: On certain models, the front crossmember is behind the propane tank access panel and the propane tanks.



To gain access to the control module mounted on the front crossmember:

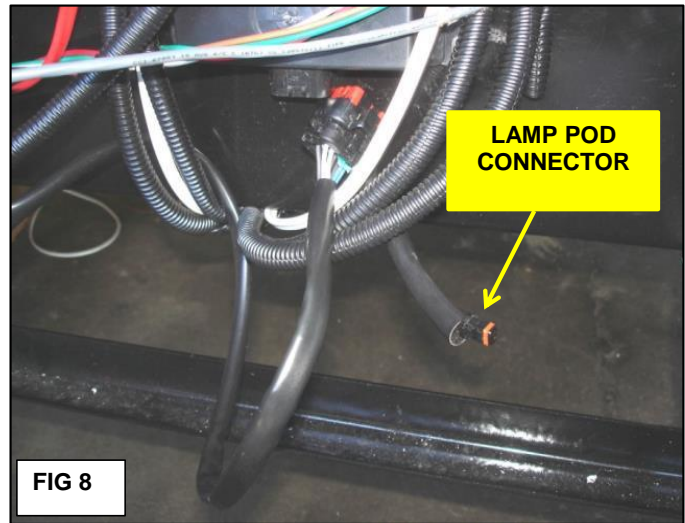
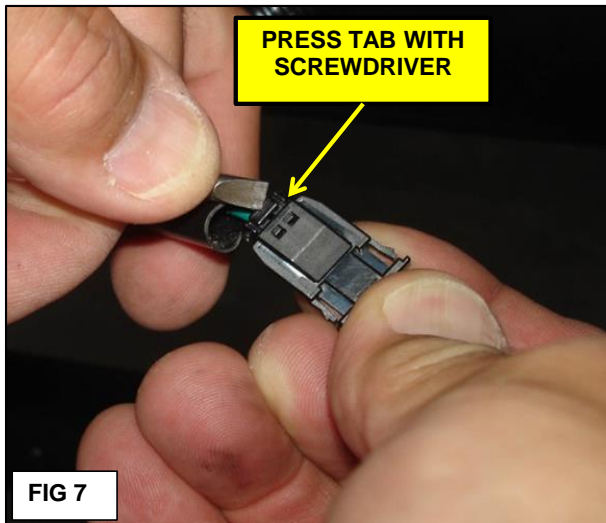
- 3 Fig 3:** Remove the propane tank access panel by removing the two thumb screws.

Fig 4: Loosen the wing nut on the propane tank bracket.
Lift and rotate the tank bracket 90 degrees to remove it from the tanks.
Unscrew the 2 gray knobs securing the hoses to the tanks.
Remove both tanks and leave the bracket and hose assembly on the tank tray.



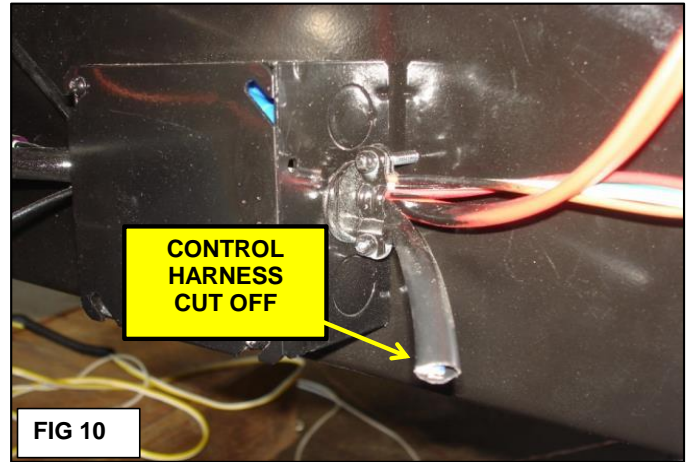
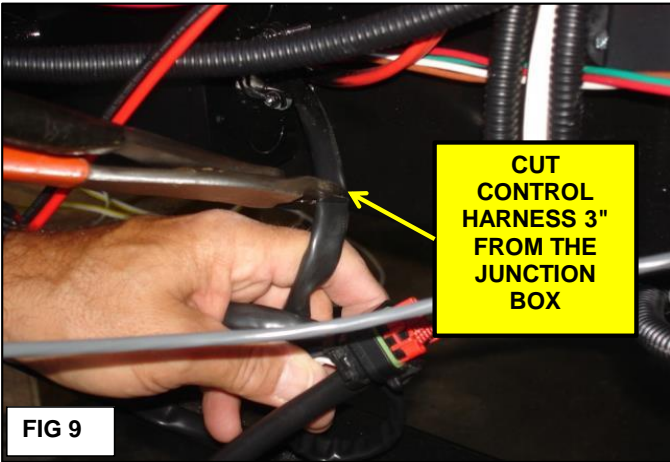
4 **Fig 5:** Locate the harness connector at the bottom of the Sway Command control box. (on the front crossmember)

Fig 6: Press outward on the tab of the connector using a flat blade screwdriver. Unplug the connector from the Sway Command control box.

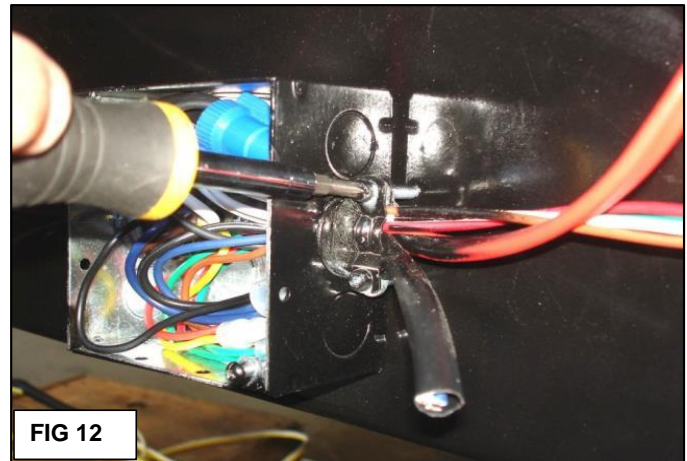
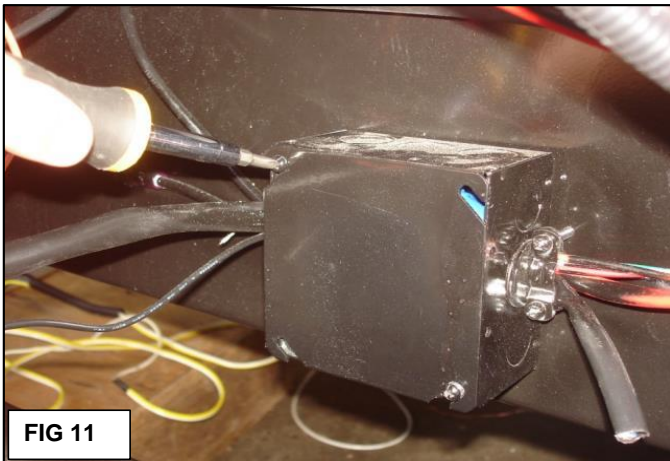


5 **Fig 7:** Disconnect the Lamp Pod harness from the Sway Command wire harness. Use a flat blade screwdriver and press the tab of the lamp pod harness connector to unplug it.

Fig 8: Shows the Sway Control harness unplugged from the control box and the lamp pod connector unplugged.

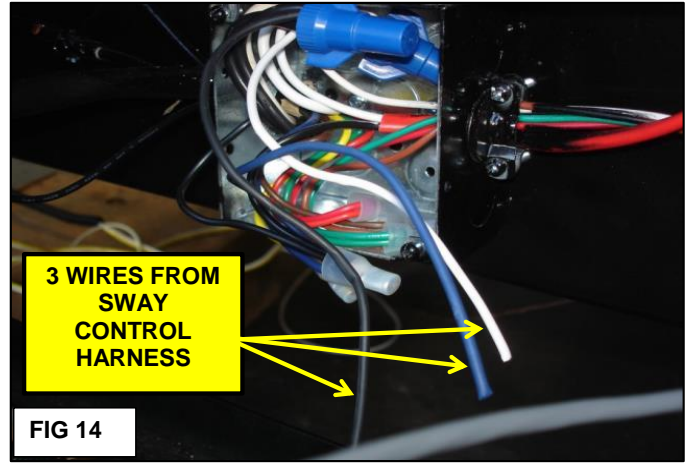
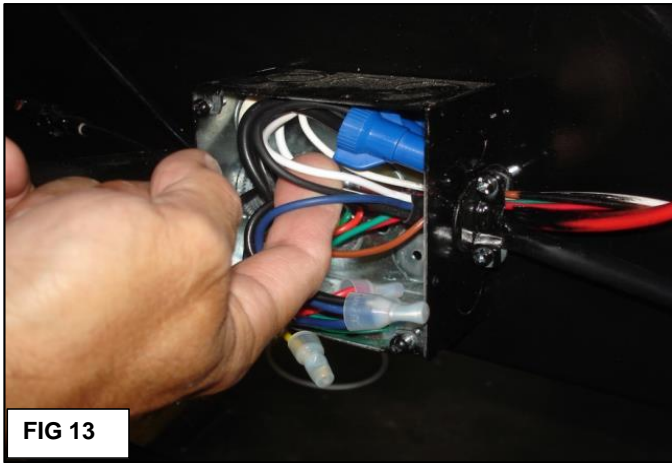


6 Fig 9-10: Cut the Sway Control harness off, approximately 3 inches from the junction box.

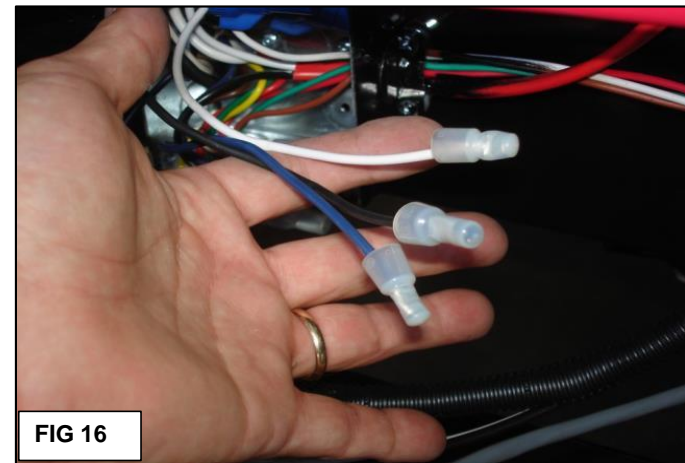
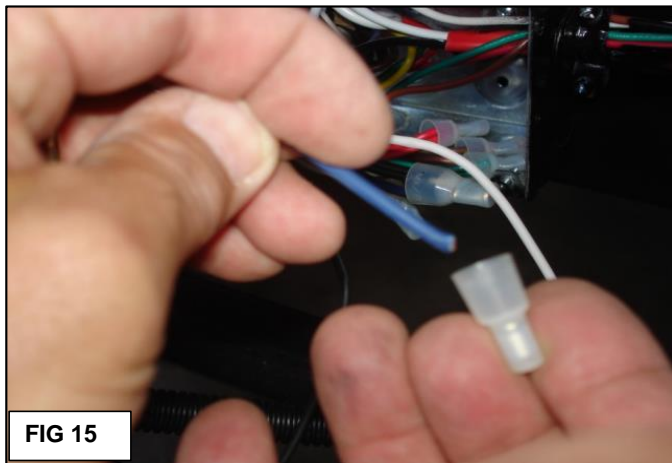


7 Fig 11: Remove the cover of the junction box.

Fig 12: Loosen the strain relief screws at the junction box.

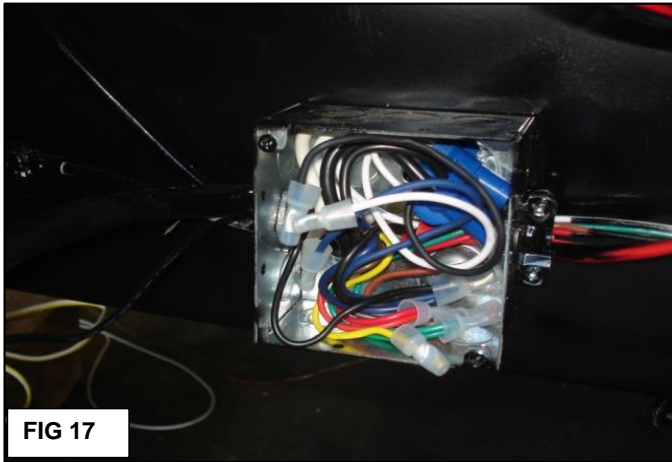


- 8 Fig 13-14: Pull the 3 wires (Blue, black and white from the Sway Control harness) out of the sleeving and into the junction box. Remove the 3" piece of sleeving from the harness and discard it.



- 9 Fig 15: Insert the 3 wires (blue, black and white) into 3 separate cap connectors and crimp all three cap connectors. **DO NOT** strip these wires.

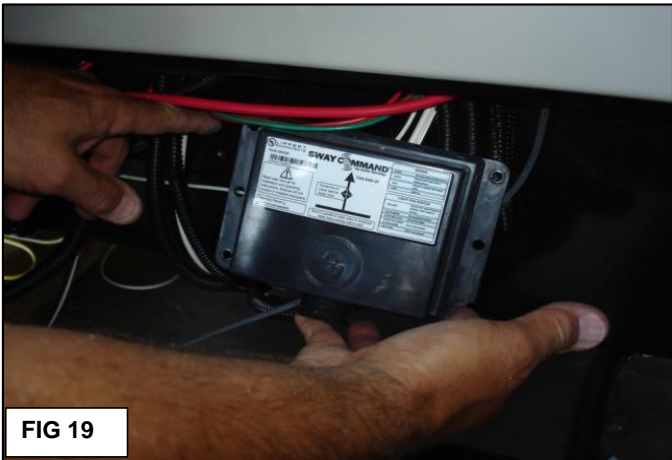
Fig 16: All 3 wires shown crimped and capped off individually.



10 Fig 17: Tuck the wires inside the junction box.
Re-install the junction box cover, and tighten the screws on the strain relief.



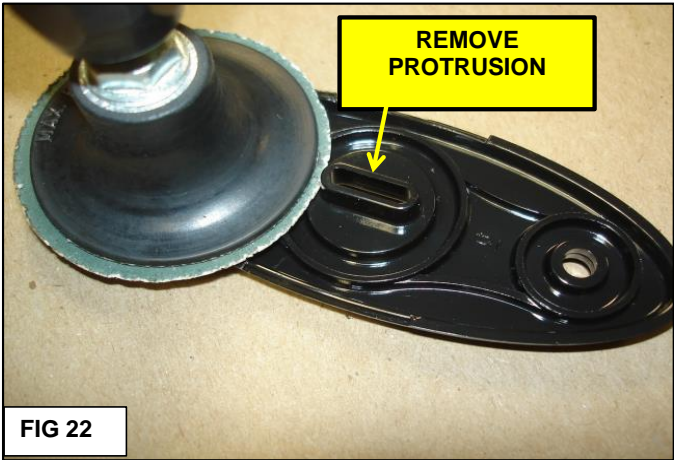
Fig 18: Remove the 4 screws securing the Sway Command control box to the crossmember. (2 on each side of the box)



11 Fig 19: Remove the Sway Command control box.



Fig 20: Remove two screws on the Sway Command light pod on the front of the trailer.
Remove the pod, and unplug the connector from behind the light pod.



12 Fig 21: Clean the caulking from around the pod location using isopropyl alcohol and a clean rag. Wrap electrical tape around the connector, and push it into the hole, it will not be re-used.

Fig 22: Using a small die grinder (or equivalent), carefully remove the protrusion on the back side of the black reflector bases. Tilt the grinder slightly so it doesn't ruin the snaps around the edges of the base.



13 Fig 23: Protrusion has been removed with the die grinder.

Fig 24: Place the reflector base over the large hole, and secure it with two #8 x 1" pan head screws. A small level may be used to ensure the base is installed straight. A second reflector will be installed on the left side of the RV. Measure the approximate center location of the reflector base just installed, from the side and from the bottom of the RV. Make a mark on the left side of the RV at those same measurements and install a second reflector base with 2 screws. Check the reflector with the level to make sure it is straight.



14 Snap on the reflector body

Fig 25: Certain models of RVs will use only the base and the reflector.

Fig 26: Other models will use the base, the reflector and the chrome bezel, matching existing reflectors.



Fig 27: Completed unit with two reflectors added to the front of the trailer.

Reflectors should be in-line with each other and spaced approximately the same distance from the edge of the trailer.

15 Re-install the propane tanks and the propane tank access cover if applicable

16 Re-connect the trailer 12 volt battery.

17 Verify operation of the trailer brakes and lights.