

Part 573 Safety Recall Report

19V-625

Manufacturer Name : Jayco, Inc.

Submission Date : AUG 27, 2019

NHTSA Recall No. : 19V-625

Manufacturer Recall No. : 9901434



Manufacturer Information :

Manufacturer Name : Jayco, Inc.

Address : 903 South Main Street

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

Population :

Number of potentially involved : 14

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Jayco Class A motorhome Embark

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Production records of all units on line during same time frame the unit reporting incident of loose bolt.

2019 Jayco Embark

K1NE0057-0061

K1NJ0056-0064.

Production Dates : NOV 06, 2018 - NOV 14, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The upper and lower steering shaft bolts may not be torqued per specification at 45 ft lbs.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the bolt was fall out, due to incorrect torque, the steering column shaft could come loose and driver could loose control of steering increasing risk of a crash.

Description of the Cause : Normal line worker that torqued the upper and lower bolts was absent from position for a specific time frame and various line workers filled in at this work station.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

7-31-19 Consumer contacted Service Group to report finding the nut from the upper steering shaft bolt on the floor in the cab of a 2019 Cornerstone Class A motorhome. The steering bolt was loose, but did not come out of the steering column shaft. Production was contacted immediately to investigate the incident 8-6-19 Production reported all on site units were inspected to confirm the correct torque specifications on the upper and lower bolts of the steering shaft. None of the current production noted loose bolts / nuts - all were marked with the white line across each bolt that production places after bolts are torqued to 45ft lbs. Further investigation noted that the unit reporting the incident, was manufactured during the same time frame the specific line worker was on FMLA and multiple line workers were filling in at his station. All Details of this incident were submitted to Safety Committee on 8-22-2019 SSC agreed that out of an abundance of concern for our Customer's safety a recall is in order to inspect for the correct torque specification on the upper and lower steering bolts on all units produced in the specific time frame. .

Description of Remedy :

Description of Remedy Program :	Inspect the Upper and Lower Steering shaft bolt for the evidence of torques mark (white line across each bolt placed during production) to confirm bolt was torqued to specification at 45 ft lbs. In absence of the white line, each bolt must be torqued to 45ft lbs and marked with white line across each bolt.
How Remedy Component Differs from Recalled Component :	Bolts torqued as 45 ft lbs. will note evidence with white line across each bolt. - each bolt not torqued per specification will not show the white line across the bolt
Identify How/When Recall Condition was Corrected in Production :	All current production was inspected and none found that did not have evidence of correct torque at 45 ft lbs - All products noted white line across each bolt.

Recall Schedule :

Description of Recall Schedule : Jayco is currently conducting a prenotification phone campaign for inspection of all affected units. Phone calls to Current owner on record (Dealer / Retail) Retail emailed inspection instructions and reply form to report findings.

Planned Dealer Notification Date : SEP 13, 2019 - SEP 13, 2019

Planned Owner Notification Date : SEP 13, 2019 - SEP 13, 2019

* NR - Not Reported