

Chronology of Defect Determination:

3/5/2020 - 3/6/2020 – Jayco advised that LCI identified a potential issue with adhesive bond failures on their 3000 series windows.

3/13/2020 – LCI provided a list of affected windows shipped to Jayco with plant and purchase order references. LCI also provided a list of units inspected by them on 1/28/2020 through 1/30/2020, with notations indicating inspection results.

3/16/2020 Jayco received LCI TSB 15-002-19 to address inspection and replacement of affected windows.

3/18/2020 Based upon information available at that time, Jayco’s Corrective and Preventive Action Committee (CPAC) reviewed the issue and determined to issue a service bulletin to address the issue.

3/18/2020 to 5/4/2020 Operations at LCI, Jayco and Jayco dealers were impacted by COVID-related stay-at-home orders. On 3/23/2020, Indiana issued a “stay-at-home” order, and during this time, LCI closed most of its operations, and Jayco dealers around the country shut down or had minimal operations in accordance with applicable stay-at-home orders. During the week of March 23, 2020, Jayco began closing most of its operations to observe social distancing guidance. Skeleton crew retained to maintain minimal operations. During this time, Jayco reviewed records to match LCI deliveries with production reports, inspect and remedy inventory, and reconcile this inventory with information from LCI on deliveries.

5/4/2020 Jayco begins a partial return of its workforce.

5/15/2020 Jayco releases TSB 20-009 to Dealers and Retail Customers to coincide with availability of replacement windows from LCI. NHTSA required 579 report submission is also complete.

5/18/2020 Jonathan Harrison (NHTSA-ODI) contacted Paul Rine (Jayco Compliance) regarding rationale for filing of a TSB versus Recall.

6/1/2020 Paul Rine (Jayco) provided a written response to Jonathan Harrison (NHTSA-ODI), providing additional background in this issue addressed as a TSB-009.

6/1/2020 - 6/3/202 Jayco reviews incidents and similar situations in industry to assess safety factors.

6/4/2020 Although there have been no claims of separation involving retail customers and no accidents or injuries related to this issue, following discussions with NHTSA and having received information that dealer inspections (under TSB 20-009) revealed several units in dealer inventory with poor adhesion, Jayco decided to convert the service campaign into a safety recall.