



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 17, 2020

Ms. Terri Tobias
Regulatory Compliance Manager
Jayco, Inc.
903 South Main Street
P.O. Box 460
Middlebury, IN 46540

NEF-150KL
20V-468

Subject: Front Seat Wiring Harnesses Routed Incorrectly

Dear Ms. Tobias:

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:

ENTEGRA/QWEST/2020-2021
JAYCO/MELBOURNE/2020-2021
JAYCO/MELBOURNE PRESTIGE/2020-2021

Mfr's Report Date: August 10, 2020

NHTSA Campaign Number: 20V-468

Components:

AIR BAGS
ELECTRICAL SYSTEM:WIRING
SEATS

Potential Number of Units Affected: 545

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2020-2021 Jayco Melbourne, Melbourne Prestige and Entegra Qwest motorhomes built on Sprinter chassis and equipped with swivel seats. The wiring harnesses for the front seats may have been routed incorrectly and could become jammed and damaged in the swivel seat frames.

Consequence:

If the wiring harness is damaged, the side air bag within the seat may deploy unexpectedly or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants.

Remedy:

Jayco will notify owners, and Mercedes-Benz Sprinter dealers will inspect the wire harness routing for both front seats and will repair the wiring and add clips or cable ties as needed, free of charge. Owners may contact Jayco customer service at 1-800-517-9137.

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.safercar.gov.

Please ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

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.

We assume that Thor will not be filing recall completion rate reports for this recall.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement