

Part 573 Safety Recall Report

20V-547

Manufacturer Name : Jayco, Inc.**Submission Date :** SEP 09, 2020**NHTSA Recall No. :** 20V-547**Manufacturer Recall No. :** 9903518**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 :** 166**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2019-2020 Class C motor home Reatta, ReattaXL, Emark**Vehicle Type :** BUSES, MEDIUM & HEAVY VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** 2019 Embark - K1NE0053-0063, NG0051-0056, NJ0051-0066

2020 Embark - L1NG0051-0055 NJ0051-0066 NK0051-0052

2019 Reatta - K1NE8051-8078 NG8052-8070 NJ8051-8065

2020 Reatta - L1NE8051-8053 NG8051-8053 NJ8051-8069 NJ8051

2020 Reatta XL- L1MC8051-8060 MG8051-8062 MJ8051-8064 MK8051-8052

Production Records noting use of the Firefly control center with defective G9 Circuit Board

Production Dates : JUL 11, 2018 - FEB 27, 2020**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential**Description of Defect :****Description of the Defect :** When the G9 control board in the 7" Electronic Coach Control System produced and distributed by Firefly Inc. is subject to a voltage load greater than 17 volts, components on the board may become damaged.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** Continuous conduction of the higher voltage through damaged circuit board components can result in a fire with personal injury and/or death.

Description of the Cause : The voltage suppression devices on the control board were undersized for the application and possible voltages available in the field.

Identification of Any Warning that can Occur : No warning will occur. The jumpstarting of the vehicle with an incorrect sized battery charger or jump pack can result in the overloading and damage of the control board components. Owners will be advised to engage the battery disconnect switch in the event their motorhome requires to be jumped prior to the completion of the recall remedy. .

Involved Components :

Component Name 1 : Vegatouch Command Center

Component Description : 7" Electronic Coach Control System

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Firefly Integrations

Address : 1013 Elroy Drive
Middlebury INDIANA 46540

Country : United States

Chronology :

6-22-20 Incident reviewed at WIRC regarding 2020 Reatta motorhome involved in a fire on dealers lot - Fire report noted that the source appeared to be inside one of the exterior storage compartments-(unspecified) no other details available. Coordination commenced with Insurance Company to obtain the unit and bring back to Jayco for Inspection 8-11-20 unit inspected at Jayco by Engineers, Production leaders and Supplier- inspection confirmed the source of the fire was in the area of the G9 board of the Firefly Integrations electronic control center 8-17 CPAC reviewed details and elevated to SSC 9-3-20 SSC reviewed all details and agreed that a recall was required..

Description of Remedy :

Description of Remedy Program : Jayco Dealers will add an additional circuit module to the existing component board to provide over-current protection - Free of charge

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Jayco will release recall upon availability of parts from supplier.

Planned Dealer Notification Date : OCT 09, 2020 - OCT 09, 2020

Planned Owner Notification Date : OCT 09, 2020 - OCT 09, 2020

* NR - Not Reported