



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 16, 2021

Troy Niswonger
Jayco, Inc.
903 South Main Street
Middlebury, IN 46540

NEF-107KL
21V-529

Subject: Window Adhesive Failure

Dear Troy Niswonger:

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/ANTHEM/2019-2021
ENTEGRA/ASPIRE/2019-2021
ENTEGRA/CORNERSTONE/2019-2021
ENTEGRA/INSIGNIA/2019-2021
ENTEGRA/REATTA/2019-2021
JAYCO/EMBARK/2019-2021

Mfr's Report Date: July 13, 2021

NHTSA Campaign Number: 21V-529

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER
STRUCTURE

Potential Number of Units Affected: 890

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2019-2021 Anthem, Aspire, Cornerstone, Insignia, Reatta, and Embark recreational vehicles equipped with Hehr 6400 series windows. The adhesive that bonds the vented portion of the window may fail.

Consequence:

Adhesive failure may cause the vent portion of the window to detach, increasing the risk of a crash or injury.

Remedy:

Dealers will inspect the windows, and replace the vent if necessary, free of charge. Owner notification letters are expected to be mailed August 16, 2021. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is 9903569.

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.nhtsa.gov.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

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.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Jayco, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement