

Part 573 Safety Recall Report

21V-769

Manufacturer Name : Jayco, Inc.**Submission Date :** SEP 30, 2021**NHTSA Recall No. :** 21V-769**Manufacturer Recall No. :** None**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 : 994

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2019-2021 Class A Motorhome Anthem, Aspire, Cornerstone, Reatta, Reatta XL, Embark

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Shyft Group/ Spartan provided a list of affected VINs to Jayco Inc. regarding their recall 21V-589. Jayco Inc. then matched those VINs to our production records.

Production Dates : MAR 02, 2018 - JUL 30, 2021

VIN Range 1 : Begin : 4VZVU1E90KC084845 End : 4VZDR1A9XNC090269 Not sequential**Description of Defect :**

Description of the Defect : Under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Without the instrument cluster displaying important information such as the vehicle's speed, there may be an increased risk of a crash.

Description of the Cause : The temperature in the area where the control module is mounted may exceed the programmed temperature setting of the control module due to closely routed defrost and defog duct work not being fully attached to the louvers.

Identification of Any Warning that can Occur : Gauge data or indicators may appear to be delayed or slow to update prior to the instrument cluster may going blank.

Involved Components :

Component Name 1 : Instrument Cluster

Component Description : Cluster showing speedometer, tell tales, and gauges

Component Part Number : See Manufacturer Comments

Supplier Identification :

Component Manufacturer

Name : Valid Manufacturing

Address : 5320 B 48th Avenue S.E.

Salmon Arm Foreign States V1E 1X2

Country : Canada

Chronology :

On, or near, February 22, 2021, Shyft began investigating complaints involving the instrument cluster intermittently going blank. Between that time and late April, engineers from Shyft, along with engineers from Valid, conducted various levels of testing. Between May and June, the condition to cause the failure mode was identified and a review of Valid's DFMEA was conducted. All part numbers were being identified and a population of VIN's being identified. During a July 15th meeting, the population was reviewed with Valid as well as past precedence information. On July 22, 2021, Shyft determined that a safety related defect may exist in the identified vehicles. August 31, 2021 Shyft Group/ Spartan emailed notification to Jayco of their Recall 21V-589. September 13, 2021 Jayco (WIRC) Warranty Incident Review Committee discussed the recall and elevated the incident to Jayco (CPAC) Corrective Preventative Action Committee. September 15, 2021 CPAC discussed the recall and elevated to Jayco (SSC) Safety Steering Committee. September 23, 2021 Jayco (SSC) voted and agreed to that a Jayco Motorized pass through recall is required.

Description of Remedy :

Description of Remedy Program : Under certain conditions, the instrument cluster may intermittently go blank for a brief period of time while the vehicle is in motion. The instrument cluster control module will be reprogrammed with a higher temperature setting and the defrost and defog duct work will be secured to the louver(s). Additionally, the duct work will be moved as far back as possible from the control module. Vehicles that have exhibited this condition have been within their warranty period. Jayco Inc. will handle any units remedied prior to the launch of this recall in accordance with our recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The remedied component will have a different software version that is visible on the information screen.

Identify How/When Recall Condition was Corrected in Production : The instrument cluster software was changed for chassis on, or near, June 11, 2021.

Recall Schedule :

Description of Recall Schedule : Shyft Group / Spartan RV Chassis do not have a dealer network for the chassis and will rely on the affected final stage manufacturers to notify their dealers. Shyft /Spartan to notify all retail owners. Jayco Inc. will notify dealers within 30 days.

Planned Dealer Notification Date : OCT 30, 2021 - OCT 30, 2021

Planned Owner Notification Date : OCT 30, 2021 - OCT 30, 2021

* NR - Not Reported