



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 19, 2021

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

NEF-107KL  
21V-886

**Subject:** Rear Suspension Fasteners Not Tightened Properly

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/2020-2022  
ENTEGRA/EMBARK/2020-2022  
ENTEGRA/REATTA/2020-2022  
ENTEGRA/REATTA XL/2020-2022

**Mfr's Report Date:** November 16, 2021

**NHTSA Campaign Number:** 21V-886

**Components:**

SUSPENSION:REAR

**Potential Number of Units Affected:** 625

**Problem Description:**

Jayco, Inc. (Jayco) is recalling certain 2020-2022 Anthem, Embark, Reatta, and Reatta XL motorhomes. The rear suspension mounting fasteners that attach the rear-drive axle to the rear suspension may not have been tightened properly, which could allow the fasteners to loosen or break.

**Consequence:**

Loose or broken suspension fasteners can allow the rear-drive axle to shift out of place, increasing the risk of a crash.

**Remedy:**

Jayco will work with Shyft to notify owners, and dealers will inspect the rear suspension fasteners for damage, and replace and tighten them as necessary, free of charge. Owner notification letters are expected to be mailed January 10, 2022. Owners may contact Jayco customer service at 1-800-283-8267.

**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](http://www.nhtsa.gov).



**Please ensure the following requirements are met:**

Based on the provided remedy plan, it appears that your company may not be able to provide the required recall completion rate quarterly reports. If another company intends to file the report with detailed information about your company's remedy counts, please state so in the remedy section of the 573.

**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](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



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