



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 23, 2021

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

NEF-107KL  
21V-893

**Subject:** Seat Belt Locking Retractor Malfunction/FMVSS 208

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/ETHOS/2021-2022  
JAYCO/SWIFT/2021-2022

**Mfr's Report Date:** November 17, 2021

**NHTSA Campaign Number:** 21V-893

**Components:**

SEAT BELTS:FRONT:RETRACTOR  
SEAT BELTS:REAR/OTHER:RETRACTOR

**Potential Number of Units Affected:** 45

**Problem Description:**

Jayco, Inc. (Jayco) is recalling certain 2021-2022 Jayco Swift and Entegra Ethos motorhomes. The seat belt automatic locking retractors may deactivate early, which can prevent the child restraint system from securing properly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

**Consequence:**

An unsecured child restraint system can increase the risk of injury during a crash.

**Remedy:**

Dealers will inspect and replace the seat belt retractors as needed, free of charge. Owner notification letters are expected to be mailed January 12, 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight 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