

Part 573 Safety Recall Report

22V-922

Manufacturer Name : Jayco, Inc.

Submission Date : DEC 13, 2022

NHTSA Recall No. : 22V-922

Manufacturer Recall No. : Ford 22V-791



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 : 90

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Jayco/Entegra Coach Solstice, Expanse

Vehicle Type : LIGHT VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Ford Motor Company provided a list of affected VIN numbers to Jayco regarding their recall 22V-791. Jayco matched those VIN numbers to our production records.

Production Dates : AUG 31, 2022 - DEC 06, 2022

VIN Range 1 : Begin : 1FDRU8UG1NKA07743 **End :** 1FDRU8UG6NKA56243 Not sequential

Description of Defect :

Description of the Defect : Ford Motor Company (Ford) is recalling certain 2022-2023 Transit vehicles. The heating, ventilation, and air-conditioning (HVAC) system's controls, including those for defog and defrost, may become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of the ability to control the defrost or defog function may decrease the driver's visibility under certain driving conditions, increasing the risk of a crash.

Description of the Cause : The base software interrupt handling process can sporadically suspend the remote climate control module communication.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : HVAC_RCCM Remote Climate Control Module

Component Description : Software for Remote Climate Control Module

Component Part Number : NK4T-18C612-AC / -BC

Supplier Identification :

Component Manufacturer

Name : PREH GmbH

Address : Schweinfurter Strasse 5-9
Bad Neustadt a.d. Saale Foreign States D-97616

Country : Germany

Chronology :

September – October 2022: On September 08, 2022, an issue pertaining to non-responsive Heating, Ventilation and Air-conditioning (HVAC) controls, including defrost and defog function on certain 2022 model year Ford Transit vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review. Kansas City Assembly Plant (KCAP) personnel had identified 49 warranty claims pertaining to HVAC performance concerns on vehicles equipped with a 12" center stack display and SYNC4 and Electronic Automatic Temperature Control (EATC). CCRG investigation found that the interrupt handling process within the base software can sporadically suspend the remote climate control module communication on these vehicles. That software version was introduced at the start of production for 2022 model year for this vehicle configuration. Review of field data found that a hard reset (battery disconnect or HVAC control module replacement) was required to restore HVAC function.

As of September 21, 2022, there were 75 warranty claims with the symptoms of inoperable HVAC system received between March 16, 2022, and September 15, 2022.

Ford is not aware of any reports of accidents or injuries related to this condition.

On October 13, 2022, Ford's Field Review Committee reviewed the concern and approved a field action. On November 15 Jayco Inc. compliance team received official notification of the Ford Chassis Recall. On December 7, 2022, CPAC (Corrective and Preventive action committee) reviewed the information and elevated this to SSC (Safety Steering Committee). On December 9, 2022, SSC voted to proceed with filing a chassis pass through recall.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have their remote climate control module software updated. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2021. The ending date for reimbursement eligibility is estimated to be October 21, 2022. Ford Motor Company will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : The latest level remote climate control module software will function as intended.

Identify How/When Recall Condition was Corrected in Production : Updated software was introduced into Ford production on September 15, 2022.

Recall Schedule :

Description of Recall Schedule : Jayco will notify its dealers and affected retail owners.

Planned Dealer Notification Date : JAN 13, 2023 - JAN 13, 2023

Planned Owner Notification Date : JAN 13, 2023 - JAN 13, 2023

* NR - Not Reported