

Part 573 Safety Recall Report

23V-102

Manufacturer Name : Jayco, Inc.**Submission Date :** FEB 20, 2023**NHTSA Recall No. :** 23V-102**Manufacturer Recall No. :** 9903583**Manufacturer Information :****Population :**

Manufacturer Name : Jayco, Inc.

Number of potentially involved : 2,467

Address : 903 South Main Street

Estimated percentage with defect : 100 %

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

Vehicle Information :

Vehicle 1 : 2022-2023 Jayco/Entegra Coach ACCOLADE, ACCOLADE XL, ALANTE, ANTHEM, ASPIRE, CORNERSTONE, EMBLEM, ESTEEM, EXPANSE, EXPANSE LI, GREYHAWK, GREYHAWK PRESTIGE, MELBOURNE, MELBOURNE PRESTIGE, ODYSSEY, PRECEPT, PRECEPT PRESTIGE, QWEST, REATTA, REATTA XL, REDHAWK, REDHAWK SE, SENECA, SENECA PRESTIGE, SENECA XT

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : DEC 08, 2021 - JAN 18, 2023

VIN Range 1 : Begin : 4UZADVFC4NCNS9430 End : 1FDFF6LT1NDA20206

☒ Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Certification labels may have rear axle data left blank due to an internal system printing error. As a result, the labels fail to comply with the requirement of the 49 CFR Part 567 Certification §567.5(d)

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

Description of the Safety Risk : Certification labels with the rear axle data information blank could increase the risk of a crash.

Description of the Cause : Internal system printing error that dates back to a programming change on July 1, 2022 caused certification label information for the rear axle data information to be blank.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

On November 3, 2022 the Jayco Information Technology department emailed Jayco compliance department that Certification labels might have rear axle data left blank due to an internal system printing error that could date back to a programming change on July 1, 2022. An internal investigation began.

On November 7, 2022 the Warranty Incident Review Committee (WIRC) discussed the incident and determined it should be elevated to CPAC.

On December 21, 2022 the Corrective and Preventive Action Committee (CPAC) met to discuss this incident and elevated it to the Safety Steering Committee. Our internal investigation determined the scope of units affected by the programming change on July 1, 2022 that inadvertently led to the rear axle information being missing from the Certification labels.

On February 13, 2023 the Safety Steering Committee voted in favor of proceeding with a noncompliance recall for failing to comply with requirement of the 49 CFR Part 567 Certification §567.5(d)

Description of Remedy :

Description of Remedy Program : Jayco Inc. dealers and retail owners will adhere Certification labels showing the rear axle data on all affected units. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. There are no warranty claims or complaints associated with this recall. Jayco Inc. will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : Certification labels adhered will show the rear axle data information.

Identify How/When Recall Condition was Corrected in Production : As of November 3rd 2022, Jayco production has installed the certification labels with the rear axle data information.

Recall Schedule :

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

Planned Dealer Notification Date : MAR 27, 2023 - MAR 27, 2023

Planned Owner Notification Date : MAR 27, 2023 - MAR 27, 2023

* NR - Not Reported