

Part 573 Safety Recall Report

23V-390

Manufacturer Name : Jayco, Inc.

Submission Date : JUN 01, 2023

NHTSA Recall No. : 23V-390

Manufacturer Recall No. : Daimler 23V-204



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 : 62

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Jayco Melbourne, Melbourne Prestige

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined through Jayco Inc. production records.

Production Dates : JUL 22, 2019 - MAY 24, 2021

VIN Range 1 : Begin : WDAPF4CD8KN028544 End : W1X8E33Y9LN126226 ☒ Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on certain Sprinter (907platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition cycles. Should the vehicle be driven, even with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.

Description of the Cause : Due to a deviation in the development process, the processor of the instrument cluster might be overloaded at vehicle start up and as a result, the instrument cluster might not function.

Identification of Any Warning : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice a non-

that can Occur : functional instrument
cluster when starting the vehicle.

Involved Components :

Component Name 1 : Software

Component Description : Software Instrument Cluster

Component Part Number : A9079020707

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Romania SRL

Address : Strada Siemens, no. 1
Timisoara Foreign States 300704

Country : Romania

Chronology :

Please refer to Daimler's chronology on 23V-204.

Jayco is not aware of any reports of accident or injury related to this condition.

MBAG is currently aware of 1 confirmed field report in the US received on February 11, 2022. MBAG is not aware of any reported crashes, injuries, or other party property damage related to this issue, worldwide.

April 5, 2023 Jayco received an email notification from Mercedes Benz about their recall 23V-204 and that we had purchased units that are affected by the recall.

April 10, 2023 Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On April 19, 2023 The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On May 23, 2023 SSC voted to proceed with a pass through chassis recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software on the affected vehicles. There will be no charge for this service. Any repairs would have been covered through the normal warranty process. If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. An original or clear copy of all receipts showing name, address, VIN, problem, repair, who did the repair, cost, proof of payment are required. Daimler will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : Defect/Affected Parts: A907 902 42 06 Software Instrument Cluster.
Remedy Parts: A907 902 07 07 Software Instrument Cluster

Identify How/When Recall Condition was Corrected in Production : The introduction of a new software for the instrument cluster ensures that this issue can no longer occur from September 28, 2022 onwards

Recall Schedule :

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

Planned Dealer Notification Date : JUN 30, 2023 - JUN 30, 2023

Planned Owner Notification Date : JUN 30, 2023 - JUN 30, 2023

* NR - Not Reported