

Part 573 Safety Recall Report

23V-391

Manufacturer Name : Jayco, Inc.**Submission Date :** JUN 01, 2023**NHTSA Recall No. :** 23V-391**Manufacturer Recall No. :** Ford 22V-792**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 : 78

Estimated percentage with defect : 26 %

Vehicle Information :

Vehicle 1 : 2023-2023 Jayco/Entegra Coach Greyhawk, Redhawk, Odyssey

Vehicle Type : BUSES, MEDIUM & HEAVY 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-792. Jayco matched those VIN numbers to our production records.

Production Dates : SEP 27, 2022 - OCT 31, 2022

VIN Range 1 : Begin : 1FDXE4FNXPDD19401 End : 1FDXE4FN4PDD20334 Not sequential**Description of Defect :**

Description of the Defect : Ford Motor Company reported to Jayco Inc. that they are recalling certain 2023 E-450 vehicles. Some of these vehicles may have an improperly torqued bolt that secures the rear axle rotor to the wheel-hub. An improperly torqued bolt in the rotor/ hub assembly can result in slippage at this joint, potentially resulting in fracture of the rotor hat which could lead to wheel separation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of wheel attachment could occur during hard acceleration or hard brake application events, increasing the risk of a crash.

Description of the Cause : The rear axle hub/rotor supplier improperly torqued certain assemblies during a manual rework process.

Identification of Any Warning that can Occur : The ABS malfunction light would illuminate in the instrument cluster panel, and the customer would experience brake pulsation while applying brakes.

Involved Components :

Component Name 1 : E450 Dual Rear Wheel (DRW) Assembly

Component Description : Rear Axle Assembly

Component Part Number : NC2C-1113-BA

Component Name 2 : Hub

Component Description : Hub

Component Part Number : NC2C 1109 CA

Component Name 3 : Rotor

Component Description : Rotor

Component Part Number : NC2C 2C026 BA

Component Name 4 : Bolts (Hub to Rotor)

Component Description : Bolts (Hub to Rotor)

Component Part Number : PC3C 1107 AA

Supplier Identification :**Component Manufacturer**

Name : Dana Incorporated

Address : 10000, Business Blvd
Dry Ridge Kentucky 41035

Country : United States

Chronology :

Please refer to Ford's chronology on 22V-792.

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

January 9, 2023 Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to Corrective Preventive Action Committee (CPAC). On January 18, 2023 (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC) once the remedy was available and the Ford recall became active. In late

April 2023, Ford notified Jayco that remedy parts are available. On May 25, 2023 SSC voted to proceed with a pass through chassis 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 the vehicles inspected for a suspect rear axle serial number. For the vehicles identified as suspect, dealer technicians will remove the rear axle rotor / hub assembly as instructed in workshop manual to inspect and verify that the rear axle rotor / hub bolts are properly installed. If any one bolt is not, a hub-rotor assembly will be replaced. When all bolts are found to be properly torqued, the rotor / hub assembly will be reassembled to the axle. 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 January 09, 2024. Ford will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : The bolts securing the rotor / hub assembly of the rear axle will be properly installed and torqued.

Identify How/When Recall Condition was Corrected in Production : 100% torque inspection on all bolts of assembled rotor / hub assemblies at Tier 2 supplier was implemented on August 04, 2022.

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