

# Part 573 Safety Recall Report

# 23V-752

**Manufacturer Name :** Jayco, Inc.

**Submission Date :** NOV 15, 2023

**NHTSA Recall No. :** 23V-752

**Manufacturer Recall No. :** 9901596



## 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 :** 168

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2023-2024 Jayco White Hawk

**Vehicle Type :** TRAILERS

**Body Style :** OTHER

**Power Train :** NR

**Descriptive Information :** Jayco determined the scope from its production records.

**Production Dates :** MAY 12, 2023 - OCT 06, 2023

**VIN Range 1 : Begin :** 1UJBK0BR9P14G0160 **End :** 1UJBK0BR7R14G0094  **Not sequential**

## Description of Defect :

**Description of the Defect :** Window is incorrectly marked as an exit window.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** An incorrectly marked emergency exit window may prevent or delay occupants from exiting in an emergency, increasing the risk of injury or death.

**Description of the Cause :** Jayco production installed a window that is incorrectly marked as an emergency exit window. The window is not made to be used as an emergency exit window.

**Identification of Any Warning that can Occur :** There is no warning that will precede or occur.

## Involved Components :

Component Name 1 : Window 48 x 36

Component Description : WINDOW, 48 X 36 9-SG2-00178 BLK FR DK TNT BLK

Component Part Number : 2045583

## Supplier Identification :

### Component Manufacturer

Name : AIRXCEL-CLEER VISION WINDOWS INC

Address : 3401 CR 6 East  
Elkhart 46514

Country : United States

## Chronology :

October 9, 2023 an internal communication was received from our purchasing team informing Jayco compliance that there were certain units built that had windows installed that were not made correctly to be an exit window (but marked as an exit window).

October 9, 2023 the Warranty Incident Review Committee (WIRC) discussed this incident and elevated to the Corrective and Preventive Action Committee (CPAC).

October 18, 2023 CPAC met to discuss this incident and elevated this incident to the Safety Steering Committee (SSC), pending an internal investigation of the incident.

November 2, 2023 SSC met and voted that a safety recall was appropriate for this incident.

Jayco Inc. has not received any warranty claims for this issue.

## Description of Remedy :

Description of Remedy Program : Dealer to locate the affected window and replace the red handle and red screen knob with a black handle and black screen knob. Dealer will also need to remove the exit decal.  
Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA.  
Jayco will notify affected retail owners and dealers. Jayco will file completion reports.

How Remedy Component Differs from Recalled Component : The remedied window will have a black handle and black screen knob with no exit decal.

**Identify How/When Recall Condition was Corrected in Production :** Production corrected the issue on 10-10-23 by changing the red handle and red screen knob with a black handle and black screen knob. Removed exit decal.

**Recall Schedule :**

**Description of Recall Schedule :** Jayco will notify its dealers and affected retail owners.  
**Planned Dealer Notification Date :** DEC 08, 2023 - DEC 08, 2023  
**Planned Owner Notification Date :** DEC 08, 2023 - DEC 08, 2023

\* NR - Not Reported