



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



August 24, 2021

[REDACTED]
Fountain Hills, AZ [REDACTED]

NEF-109 ela
Ref. No. 11427139

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2021 Jayco Entegra Odyssey recreational vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 20V-780. The recall addresses a problem with the leveling system in certain MY 2020 and MY 2021 Jayco Entegra Odyssey vehicles. The hydraulic pump and reservoir brackets may fail, increasing the risk of a crash.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears you have since received the repair. In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

Further, while researching your problem we identified a recall that is applicable to your vehicle: Recall Campaign No. 20V-795 (report enclosed.) The engine cover may have insulation that is mispositioned and this may allow certain areas of the engine cover surface in the passenger compartment to become dangerously hot. This recall is issued by the vehicle's multistage chassis manufacturer, Ford. You are encouraged to call your local Ford dealership to check on the availability of this recall remedy, and to schedule your vehicle for repair as soon as possible.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallsdoc_110520-v6a-tag.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print VIN: 1FDXE4FN7MD 

Year: 2021 Make: FORD Model: E-450

Number of Open Recalls: 1

NHTSA Recall Number: [20V795](#)

Recall Date: December 17, 2020

Manufacturer Recall Number: 20S73

SUMMARY:

AFFECTED VEHICLES MAY CONTAIN AN ENGINE COVER WITH MISPOSITIONED INSULATION ON THE UNDERSIDE OF THE ENGINE COVER THAT DOES NOT FULLY EXTEND TO THE PERIMETER OF THE ENGINE COVER AS INTENDED. AS A RESULT, HEAT FROM THE ENGINE COMPARTMENT CAN CAUSE ELEVATED TEMPERATURES ON THE PASSENGER COMPARTMENT SURFACE OF THE ENGINE COVER. VEHICLES THAT ARE MODIFIED WITH STATIONARY ELEVATED IDLE CONTROL (SEIC) OR BATTERY CHARGE PROTECT (BCP) CAN FURTHER INCREASE ENGINE COVER SURFACE TEMPERATURES UNDER CERTAIN CONDITIONS.

SAFETY RISK:

DIRECT AND CONTINUOUS CONTACT WITH CERTAIN AREAS OF ENGINE COVER SURFACE IN THE PASSENGER COMPARTMENT MAY CAUSE BURNS TO THE SKIN OF THE DRIVER OR FRONT SEAT PASSENGER.

REMEDY:

OWNERS WILL BE NOTIFIED BY MAIL AND INSTRUCTED TO TAKE THEIR VEHICLE TO A FORD OR LINCOLN DEALER TO HAVE THE ENGINE COVER INSPECTED FOR GAPS BETWEEN THE RUBBER SEAL AND THE INSULATION. IF GAPS ARE PRESENT, THE DEALER WILL INSTALL ENGINE COVER INSULATION PATCHES IN THE RIGHT HAND AND LEFT HAND INNER LOWER CORNERS OF THE ENGINE COVER. THE DEALER WILL ALSO UPDATE THE POWERTRAIN CALIBRATION FOR HEAT MANAGEMENT UNDER ELEVATED IDLE CONDITIONS SHOULD A VEHICLE BE EQUIPPED WITH SEIC OR BCP. THERE WILL BE NO CHARGE FOR THIS SERVICE. FORD IS EXCLUDING REIMBURSEMENT FOR COSTS BECAUSE THE ORIGINAL WARRANTY PROGRAM WOULD PROVIDE FOR A FREE REPAIR FOR THIS CONCERN. FORD WILL FORWARD A COPY OF THE NOTIFICATION LETTERS TO DEALERS TO THE AGENCY WHEN AVAILABLE.

RECALL STATUS: **Recall INCOMPLETE. Remedy not yet available****MANUFACTURER NOTES:**

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Aug 5, 2021

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 1FDXE4FN7MD [REDACTED]



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