



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

1200 New Jersey Avenue SE  
Washington, DC 20590

September 16, 2019

Ms. Terri Tobias  
Regulatory Compliance Manager  
Jayco, Inc.  
903 South Main Street  
P.O. Box 460  
Middlebury, IN 46540

NEF-150KL  
19V-625

**Subject:** Steering Shaft Bolts may be Improperly Tightened

Dear Ms. Tobias:

This letter serves to acknowledge Jayco, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

JAYCO/EMBARK/2019

**Mfr's Report Date:** August 28, 2019

**NHTSA Campaign Number:** 19V-625

**Components:**

STEERING

**Potential Number of Units Affected:** 14

**Problem Description:**

Jayco, Inc. (Jayco) is recalling certain 2019 Embark motorhomes. The upper and lower steering shaft bolts may have been insufficiently tightened, allowing the steering column shaft to come loose.

**Consequence:**

A loose steering column shaft may cause a loss of steering control, increasing the risk of a crash.

**Remedy:**

Jayco will notify owners, and dealers will inspect and tighten the upper and lower steering shaft bolts, if necessary, free of charge. The recall is expected to begin in September 2019. Owners may contact Jayco customer service at 1-800-517-9137. Jayco's number for this recall is 9901434.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Jayco's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement