



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 1, 2021

Troy Niswonger
Jayco, Inc.
903 South Main Street
Middlebury, IN 46540

NEF-107KL
21V-769

Subject: Instrument Cluster May Go Blank

Dear Troy Niswonger:

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:

ENTEGRA/ANTHEM/2019-2021
ENTEGRA/ASPIRE/2019-2021
ENTEGRA/CORNERSTONE/2019-2021
ENTEGRA/REATT/2019-2021
ENTEGRA/REATT XL/2019-2021
JAYCO/EMBARK/2019-2021

Mfr's Report Date: September 29, 2021

NHTSA Campaign Number: 21V-769

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 994

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2019-2021 Entegra Anthem, Aspire, Cornerstone, Reatta, Reatta XL, and Jayco Embark Class A motorhomes. The instrument cluster may intermittently go blank while the vehicle is in motion.

Consequence:

A blank instrument cluster display may be missing critical information such as the vehicle's speed and warning lights, which can increase the risk of a crash.

Remedy:

Dealers will update the control module software, and reroute and secure the duct work, free of charge. Owner notification letters are expected to be mailed October 30, 2021. Owners may contact Jayco customer service at 1-800-283-8267.

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.nhtsa.gov.



Please be reminded of the following requirements:

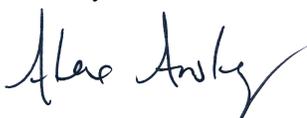
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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.

Jayco, Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement