

Part 573 Safety Recall Report

21V-204

Manufacturer Name : Jayco, Inc.

Submission Date : MAR 24, 2021

NHTSA Recall No. : 21V-204

Manufacturer Recall No. : 9903566



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 : 2,144

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Class C and Class A MH Alante Precept Greyhawk Redhawk Esteem Odyssey

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Motorized production records matched to Dometic report noting stove serial numbers affected by recall

2019-20 Jayco Alante and Precept Class A motorhomes

2019-20 Jayco Greyhawk Redhawk Class C motorhomes

2019-20 Entegra Esteem and Odyssey Class C motorhomes

Production Dates : JUN 11, 2018 - NOV 07, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Dometic cooking stoves - Series S31 R1731 R2131 manufactured May 2018 - July 9, 2020 - after some period of usage, the occupant may smell gas near the stove when it is not in operation. If the user or other servicer that attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the O-ring seal at the valve(s). resulting in a continuous gas leak

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Continuous gas leak could result in explosion / fire

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Dometic Corp

Address : 5155 Verdant Drive

Elkhart Indiana

Country : United States

Chronology :

10-1-2020 Thor released information to Jayco that Dometic was filing a safety recall on model S31 R1731 and R2131 cooking stoves. Jayco waited for official notice with listing of stoves sold to any of Jayco divisions - While we could see information filed on NHTSA portal. JAYCO COMPLIANCE DID NOT RECEIVE OFFICIAL RECALL NOTICE from Dometic. Jayco Compliance reached out to Dometic for list of the recall stoves (if any) sold to any Jayco Division - multiple times from Nov 2020 through March 5, 2021 when Jayco requested a formal letter stating none of the recalled stoves were sold to any Jayco division so we could close the incident.. March 17.2021 Jayco Compliance receive an email from Dometic noting 20,000+ recalled stove serial numbers sold to numerous Jayco Plants. Jayco is currently matching the stove serial numbers to Jayco Towable Products. 3-22 During review of report - found motorized production installed recalled stoves ordered through Jayco Purchasing. - Matched stove serial numbers to Jayco motorized and Entegra units to report on 573 for the Motorized division.

Description of Remedy :

Description of Remedy Program : Dometic authorized service center will perform the recall remedy at no charge to current owner. Manifold bolt and valve seal replacement

How Remedy Component Differs from Recalled Component : Serial number of stove - orange sticker - behind center burner knob notes recall remedy performed on stove.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Jayco will provide current owner information to Dometic and notification information on Jayco Corp letterhead - outside source (Stericycel) hired by Dometic to publish the recall release for Dometic recall 20E171

Planned Dealer Notification Date : APR 16, 2021 - APR 16, 2021

Planned Owner Notification Date : APR 16, 2021 - APR 16, 2021

* NR - Not Reported