

# Part 573 Safety Recall Report

# 21V-767

**Manufacturer Name :** Entegra Coach**Submission Date :** OCT 29, 2021**NHTSA Recall No. :** 21V-767**Manufacturer Recall No. :** None**Manufacturer Information :**

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

**Population :**

Number of potentially involved : 119

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2022 Entegra Coach Anthem, Aspire, Reatta XL, Class A

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Spartan/Shyft Group matched Cummins Engine serial numbers to their production records and provided a list of affected VINs to Jayco Inc. who matched those VINs to our production records.

Production Dates : FEB 04, 2021 - SEP 27, 2021

VIN Range 1 : Begin : 4VZAR1D90NC090537 End : 4VZAU1D9XNC091032  Not sequential**Description of Defect :**

Description of the Defect : As described in Cummins recall 21E-063 and in Spartan/Shyft Group recall 21V-566. A fuel leak may occur in the fuel hoses between the fuel pump and the remote fuel filter head.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A fuel leak in the presence of an ignition source may increase the risk of a fire.

Description of the Cause : Inadequate design and quality of the fuel hose assembly.

Identification of Any Warning : Persons operating in or around the vehicle may see smoke before sufficient that can Occur : heat creates a fire.

**Involved Components :**

Component Name 1 : Fuel Hose

Component Description : Fuel carrying hose with quick connect fittings

Component Part Number : 5563641, 5563642, 5563643

## Supplier Identification :

### Component Manufacturer

Name : Imperial Auto Industries Limited

Address : Plot # 94 Sector 25 Faridabad  
Faridabad Foreign States 121004

Country : India

## Chronology :

February 13, 2021 - Cummins received a field report of an incident in which the subject pressurized fuel hoses swelled and contacted a nearby v-band clamp edge resulting in a fuel leak.

Feb 13 - March 12, 2021 - Cummins conducted a lab analysis of the failed hose from the field incident.

May 2021 - Cummins received reports from multiple OEMs of fuel leaks at their vehicle assembly plants. These leaks were corrected by Cummins technicians and Cummins investigated the failures.

June 12, 2021 - Cummins stopped shipping engines equipped with the remote filter option.

June 15, 2021 - Cummins resumed production using new hoses with a new design.

June 14-30, 2021 - Cummins completed a Product Safety Hazard Analysis and further reviewed the potential safety implications of this condition. Cummins searched its warranty claims database and identified six warranty claims (from January 12 - May 25, 2021) that were potentially related to this condition.

July 6, 2021 - Cummins Product Safety Defect Board decided to conduct a Safety Recall to address this condition. There have been no reports of injuries or fires due to this condition. On July 19, 2021, Shyft received notice of recall 21E-063 from Cummins along with an engine serial number list. On July 20, 2021 Shyft began cross referencing the engine serial numbers to vehicle identification numbers. On July 21, 2021, Shyft issued a stop ship on chassis still in it's possession and on July 22, 2021, Shyft determined that a defect related to motor vehicle safety could exist in the remaining chassis. July 27, 2021 Shyft Group/Spartan emailed notification to Jayco of their recall. On 8-2-21 Jayco (WIRC) Warranty Incident Review Committee discussed the recall and elevated the incident to Jayco (CPAC) Corrective Preventative action committee. 9-1-21 CPAC discussed the recall and elevated to (SSC) Safety Steering Committee. 9-23-21 (SSC) voted and agreed that a pass through recall is required,

## Description of Remedy :

Description of Remedy Program : A fuel leak may occur in the fuel hoses between the fuel pump and the remote fuel filter head. Cummins will supply new fuel hoses. The affected chassis, and their engines, are still within their warranty period therefore any reported failure would likely be covered under warranty. Jayco will handle any units remedied prior to the launch of this recall in accordance with our Recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : The new fuel hoses will have a unique part number and are visibly different.

Identify How/When Recall Condition was Corrected in Production : Cummins Production of engines with the new design fuel hoses began on June 15, 2021.

## Recall Schedule :

Description of Recall Schedule : Cummins expects to notify affected OEMs no later than July 16, 2021. Cummins will conduct the recall and notify owners with OEM agreement. The timing of owner notification will be determined in consultation with the affected OEMs. Cummins expects to send letters to owners no later than September 3, 2021. Planned Dealer Notification Date : AUG 24, 2021 - AUG 24, 2021

Planned Owner Notification Date : SEP 03, 2021 - SEP 03, 2021

Planned Dealer Notification Date : NOV 15, 2021 - NOV 15, 2021

Planned Owner Notification Date : NOV 15, 2021 - NOV 15, 2021

\* NR - Not Reported