

Part 573 Safety Recall Report

21V-885

Manufacturer Name : Jayco, Inc.

Submission Date : NOV 16, 2021

NHTSA Recall No. : 21V-885

Manufacturer Recall No. : NR



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 : 44

Estimated percentage with defect : 97 %

Vehicle Information :

Vehicle 1 : 2021-2021 Class A Motorhome Cornerstone

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Shyft Group/Spartan provided a list of affected VINs to Jayco regarding their recall 21V-752. Jayco matched those VINs to our production records. Shyft Group/Spartan informed us that this recall is based on purchase order, serial numbers and shipping date information provided by ZF Active Safety Systems for power steering part number 1769-KK1-001. See Spartan recall 21V-752.

Production Dates : AUG 14, 2020 - JAN 29, 2021

VIN Range 1 : Begin : 4VZVU1E90MC089093 End : 4VZVU1E9XMC089540 ☒ Not sequential

Description of Defect :

Description of the Defect : A machining defect may cause pressure to build in the pump and the shaft seal to blow, which would result in a loss of power steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of power steering assist could increase the risk of a crash.

Description of the Cause : Variation in rotor flatness in the end face of rotor due to slot grind process.

Identification of Any Warning that can Occur : A loss of power steering assist could occur without warning.

Involved Components :

Component Name 1 : Power steering pump

Component Description : Pump

Component Part Number : TS322418R10511

Supplier Identification :

Component Manufacturer

Name : ZF Active Safety & Electronics

Address : 800 Heath Street

Lafayette Indiana 47904

Country : United States

Chronology :

On 8-6-2021, Shyft was contacted by ZF to inform us of the potential for approximately 87 power steering pumps that may have been subject to a machining defect which may cause pressure to build in the pump and the shaft seal. This condition could cause power steering fluid to leak into the engine and result in a loss of power steering assist. ZF further asserted this would be an infantile failure. Upon notice, Shyft began a review of warranty data and customer complaints in an effort to identify complaints involving loss of power steering assist. Although none were identified, there were two claims involving power steering fluid leaking into the engine oil. Further, production information was pulled then compared to purchase order and receipt history. From there 90 VIN's were identified that potentially would be equipped with the suspect pumps. From the warranty and customer complaint history, one power steering pump was retrieved from the complainant and an analysis by ZF, provided on 8-31-2021, pump seal failed due to a separate cause. The second pump has not been returned for analysis. On 9-14-2021, in discussion with ZF, they could not identify what changed, and when, in their process to result in the machining defect. (e.g. a gradual change or sudden change) On 9-16-2021, a discussion with ODI occurred on the matter and on 9-20-2021, in an overabundance of caution, Shyft elected to issue a safety related recall. 10-14-21 Shyft Group/Spartan emailed notification to Jayco of their recall 21V-752. 10-18-21 Warranty Incident Review Committee (WIRC) discussed the incident and elevated it to the Corrective and Preventive Action Committee (CPAC). 10-20-21 CPAC elected to move this incident up to the Safety Steering Committee. 11-11-21 SSC met and voted to proceed with a chassis pass through recall for this incident.

Description of Remedy :

Description of Remedy Program : The power steering pump serial number will be reviewed by a Spartan/Shyft Group repair center. If the serial number is determined to be in the serial number range of the affected power steering pumps, the power steering pump will be replaced at no charge. Vehicles subject to this recall are within their Shyft warranty period therefore a Shyft reimbursement plan will not be supplied.

How Remedy Component Differs from Recalled Component : Pending information from ZF.

Identify How/When Recall Condition was Corrected in Production : Chassis affected by this recall and subject to the suspect lot of power steering pumps have already been produced. Information regarding what changed in production of the pump is pending response from ZF.

Recall Schedule :

Description of Recall Schedule : Shyft Group/Spartan will publish notification letters to the affected retail owners. All units are retail sold. Jayco will post notification on its dealer portal to provide dealer notification.

Planned Dealer Notification Date : JAN 10, 2022 - JAN 10, 2022

Planned Owner Notification Date : JAN 10, 2022 - JAN 10, 2022

* NR - Not Reported