

Part 573 Safety Recall Report

21V-886

Manufacturer Name : Jayco, Inc.**Submission Date :** NOV 16, 2021**NHTSA Recall No. :** 21V-886**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Jayco, Inc.

Number of potentially involved : 625

Address : 903 South Main Street

Estimated percentage with defect : 100 %

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

Vehicle Information :

Vehicle 1 : 2020-2022 Class A Motorhome Anthem, Embark, Reatta, Reatta XL

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-776. Jayco matched those VINs to our production records. Shyft Group/Spartan informed us that this recall affected vehicles equipped with a suspension kit (p/n 2468-DD4-001 and -002) and torque box (p/n 2465-DD4-001) supplied by Hendrickson but assembled by Shyft Group/Spartan .

Production Dates : MAR 22, 2019 - OCT 14, 2021**VIN Range 1 : Begin :** 4VZAR1D90LC086954 **End :** 4VZDR1A9XNC091437 ☒ Not sequential**Description of Defect :**

Description of the Defect : Certain rear suspension mounting fasteners that attach the rear drive axle to the rear suspension may not have been tightened to their proper torque value. As a result, the fasteners could break or be loose enough to allow the rear drive axle to shift.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The shifting of the rear drive axle could increase the risk of a crash.

Description of the Cause : Process for torque and verification of torque not followed during final assembly and inspection of the chassis.

Identification of Any Warning that can Occur : The rear axle could shift without warning.

Involved Components :

Component Name 1 : Fasteners

Component Description : Torque box and lower torque rod fasteners

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 13, 2021, Product Safety and Compliance for Shyft was made aware of 3 customer complaints of the rear drive axle shifting rearward on completed motorhomes. An investigation was initiated. On September 16, 2021, a fourth complaint was received involving shifting of the rear drive axle rearward. It was determined the trailing arm fasteners on one side of the vehicle were broken. Any remaining parts of the fasteners were asked to be returned. A request was made for maintenance records for the vehicles but as of the date of this filing, have not been received. In working with the Quality team, it was determined the process for torqueing the fasteners was not being followed and on September 24, 2021, a Stop Ship was issued. Torque was verified on all chassis and fasteners were marked with Dykem paint on the nut side of the fastener. On October 1, 2021, a customer complaint was sent to Product Safety and Compliance involving the shifting of the rear drive axle to one side of the vehicle was received. All fasteners appeared to be intact but were not marked as torqued. A suspect population of vehicles was confirmed on October 4, 2021 and on this day, Shyft determined that a safety related defect could exist in those vehicles. 10/14/2021 Shyft Group/Spartan emailed notification to Jayco of their recall 21V-776. 10/18/2021 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 (SSC). 11/11/2021 SSC met and voted to proceed with a chassis pass through recall for this incident.

Description of Remedy :

Description of Remedy Program : The rear suspension fasteners will be checked for damage and if damaged they will be replaced and tightened to the correct torque value. If there is no damage and no torque mark, the fasteners will be tightened to the correct torque value. The chassis affected by this recall are still within their warranty period. Any failures would have been covered under Shyft Group/Spartan warranty. Therefore, a Shyft Group/Spartan reimbursement plan was not provided.

How Remedy Component Differs from Recalled Component : The fasteners on the remedied vehicles will have a Dykem paint mark on the nut side of each fastener.

Identify How/When Recall Condition was Corrected in Production : A Shyft Group/Spart Stop Ship was issued on September 24, 2021. Torque was verified on all fasteners and they were marked with Dykem paint on the nut side of the fastener.

Recall Schedule :

Description of Recall Schedule : Shyft Group/Spartan will publish notification letters to the affected retail owners. Jayco will notify its dealers.

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

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

* NR - Not Reported