



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 5, 2023

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

NEF-107KL
23V-224

Subject: Software Error in Vehicle Control Module

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/2022-2024
ENTEGRA/ASPIRE/2022-2024
ENTEGRA/CORNERSTONE/2022-2024
ENTEGRA/REATTA/2022-2024
ENTEGRA/REATTA XL/2022-2024
JAYCO/EMBARK/2022-2024

Mfr's Report Date: March 30, 2023

NHTSA Campaign Number: 23V-224

Components:

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 972

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2022-2024 Jayco Embark, Entegra Anthem, Aspire, Cornerstone, Reatta, and Reatta XL motorhomes. A vehicle control module software error may cause loss of drive power or loss of key safety functions, such as loss of head lights or windshield wipers.

Consequence:

A sudden loss of drive power, or reduced visibility from a loss of head lights or windshield wipers can increase the risk of a crash.

Remedy:

Dealers will reprogram the vehicle control module, free of charge. Owner notification letters are expected to be mailed May 1, 2023. 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 eight 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