

# Part 573 Safety Recall Report

# 23V-404

**Manufacturer Name :** Jayco, Inc.

**Submission Date :** JUL 21, 2023

**NHTSA Recall No. :** 23V-404

**Manufacturer Recall No. :** 9903586



## 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 :** 103

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2023-2023 Jayco/Entegra Coach Swift, Swift LI / Ethos, Ethos LI

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** Jayco determined the scope from its production records.

**Production Dates :** JUL 22, 2022 - MAY 15, 2023

**VIN Range 1 : Begin :** 1JSPEBBJOP1RD8052 **End :** 1UJPJBBJXP1RD4096

Not sequential

## Description of Defect :

**Description of the Defect :** The solar panel may detach from the Pop-Up roof.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A detached solar panel could become a road hazard increasing the risk of a crash.

**Description of the Cause :** The solar panel assembly is bonded to the painted Pop-Up roof but the paint may not be fully cured and could peel from the Pop-Up roof.

**Identification of Any Warning that can Occur :** A visual inspection of the solar panel mount may show that it is no longer attached to the roof.

## Involved Components :

Component Name 1 : POP-UP ROOF

Component Description : ROOF,POPTOP PROMASTER W/BED LTNONE PTD

Component Part Number : 2022114645

## Supplier Identification :

### Component Manufacturer

Name : LCI ITALY

Address : VIA ETRURIA 1

SAN CACSIANO IN VAL DI PESA (F1) Foreign States 50026

Country : Italy

## Chronology :

This incident was discussed at WIRC (Warranty & Incident Review Committee) on March 27, 2023 and elevated to CPAC (Corrective and Preventative Action Committee). On April 5, 2023, this incident was discussed at CPAC and an investigation began. On May 17, 2023 CPAC elevated to SSC (Safety Steering Committee). On May 31, 2023, SSC discussed this incident and voted to proceed with a recall. A review of warranty claims and incidents revealed a total of five complaints and warranty claims related to this incident. Jayco submitted a separate document summarizing the complaints and warranty claims.

## Description of Remedy :

Description of Remedy Program : The solar panel will be removed so that new brackets can be bonded to sanded areas on the roof. The solar panel will be re-attached to the existing brackets. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. Jayco will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : The new brackets are visually different from the brackets originally used.

Identify How/When Recall Condition was Corrected in Production : May 31, 2023 all units affected on premises were placed on hold and repaired with the recall remedy.

## Recall Schedule :

Description of Recall Schedule : Jayco will notify its dealers and affected retail owners.

Planned Dealer Notification Date : AUG 04, 2023 - AUG 04, 2023

Planned Owner Notification Date : AUG 04, 2023 - AUG 04, 2023

\* NR - Not Reported