

Part 573 Safety Recall Report

23V-486

Manufacturer Name : Jayco, Inc.

Submission Date : AUG 18, 2023

NHTSA Recall No. : 23V-486

Manufacturer Recall No. : Daimler 23V-100



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 : 659

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Jayco/Entegra Coach Launch, Melbourne, Melbourne Prestige, Qwest

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined through Jayco Inc. production records.

Production Dates : JUL 10, 2019 - JUN 30, 2022

VIN Range 1 : Begin : W1W4EBVY2LT020559 **End :** WDAPF4CD5KN043082 Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter (907 platform) vehicles, the fuse layout of the interior blower motor might not meet the requirements for prolonged operation at the highest blower setting.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Influenced by certain premises, such as ambient and assembly space temperatures as well as usage, this could lead to an increase of the transitional resistance between fuse and fuse holder and thus, to a limit-exceeding heat development in the area of the fuse holder. Consequently, a risk of fire during operation and a risk of injury cannot be ruled out.

Description of the Cause : Due to a deviation in the development process, the fuse layout of the interior blower motor of vehicles from the given production dates might not meet the requirements.

Identification of Any Warning that can Occur : When the issue occurs, the driver might notice unusual odors.

Involved Components :

Component Name 1 : Wire Harness

Component Description : Wire Harness

Component Part Number : A9075409365

Component Name 2 : Wire Harness

Component Description : Wire Harness

Component Part Number : A9075407565

Component Name 3 : Wire Harness

Component Description : Wire Harness

Component Part Number : A9075408565

Component Name 4 : Fuse 25A

Component Description : Fuse 25A

Component Part Number : N000000004207

Supplier Identification :**Component Manufacturer**

Name : Kromberg & Schubert Automotive GmbH & C

Address : Raitestraße 8

Renningen Foreign States D-71272

Country : Germany

Chronology :

Please refer to Mercedes Benz chronology on 23V-100

Jayco is not aware of any reports of accident or injury related to this condition.

MBAG is currently aware of 11 field reports of apparently similar events involving Sprinter vans in the US that occurred between August 2022 to December 2022. MBAG is not aware of any warranty claims nor cases of death or injury related to this defect.

March 7, 2023 Jayco received an email notification from Mercedes Benz about a pending recall 23V-100 and that we had purchased units that are affected by the recall.

March 13, 2023 Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On March 15, 2023 The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On June 7, 2023 Jayco received an email notification from Mercedes Benz that the recall 23V-100 is active. On July 10, 2023 SSC voted to proceed with a pass through chassis recall.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer, will replace the fuse and its supply line as well as relocate the fuse within the fuse box. Owners are advised to only operate the front blower in manual (not automatic) mode whenever the engine is on. Do not use the maximum blower or lowest/highest temperature settings. Dealers will relocate and replace the fuse and wiring harness, free of charge. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is 8297010. If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. An original or clear copy of all receipts showing name, address, VIN, problem, repair, who did the repair, cost, proof of payment are required. Daimler will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : New and relocated fuse and new supply line.

Identify How/When Recall Condition was Corrected in Production : The introduction of an adapted fuse layout in production ensures that this issue can no longer occur from February 03, 2020 onwards for vehicles affected in the US market

Recall Schedule :

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

Planned Dealer Notification Date : SEP 08, 2023 - SEP 08, 2023

Planned Owner Notification Date : SEP 08, 2023 - SEP 08, 2023

* NR - Not Reported