



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 5, 2024

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

NEF-107KL
24V-160

Subject: High Voltage Battery May Cause Fire

Dear Mr. 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/ETHOS LI/2021-2025
ENTEGRA/EXPANSE LI/2021-2025
ENTEGRA/LAUNCH/2021-2025
ENTEGRA/LAUNCH LE/2021-2025
JAYCO/SOLSTICE LI/2021-2025
JAYCO/SWIFT/2021-2025
JAYCO/TERRAIN/2021-2025
JAYCO/TERRAIN LE/2021-2025

Mfr's Report Date: February 29, 2024

NHTSA Campaign Number: 24V-160

Components:

ELECTRICAL SYSTEM
ELECTRICAL SYSTEM:12V/24V/48V BATTERY

Potential Number of Units Affected: 1,349

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2021-2025 Jayco Solstice LI, Swift, Terrain, Terrain LE, Entegra Coach Ethos LI, Expanse LI, Launch LE motorhomes. The battery relay contactors may become stuck in the closed position.

Consequence:

Relays that are stuck in the closed position increase the risk of a fire during battery charging.

Remedy:

The remedy is currently under development. Owner notification letters are expected to be mailed March 21, 2024. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is 9903603.



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 ensure the following requirements are met:

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

AMENDED 573 REQUIRED.

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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