



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 22, 2024

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

NEF-107KL
24V-212

Subject: Rearview Camera Image May Not Display

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/EXPANSE/2023-2024
ENTEGRA/EXPANSE LI/2023-2024
JAYCO/SOLSTICE/2023-2024
JAYCO/SOLSTICE LI/2023-2024

Mfr's Report Date: March 19, 2024

NHTSA Campaign Number: 24V-212

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 136

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2023-2024 Jayco Solstice, Solstice LI, Entegra Coach Expanse, and Expanse LI motorhomes built on Ford chassis. The rearview camera, or 360-degree view camera if equipped, may not display a rearview image when the vehicle is placed in reverse.

Consequence:

Loss of the rearview camera image can reduce the driver's rear visibility, increasing the risk of a crash.

Remedy:

Ford or Lincoln dealers will replace the rearview camera, and update the software and wiring as necessary, free of charge. Owner notification letters are expected to be mailed April 19, 2024. Owners may contact Jayco customer service at 1-800-283-8267. Jayco's number for this recall is Ford 23V-598.

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.



The information in your report suggests that Jayco may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

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