



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 3, 2024

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

NEF-107KL
24V-641

Subject: Rearview Camera Image May Not Display/FMVSS 111

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/ARC/2023-2025
ENTEGRA/ETHOS/2023-2025
ENTEGRA/ETHOS LI/2023-2025
JAYCO/COMET/2023-2025
JAYCO/SWIFT/2023-2025
JAYCO/SWIFT LI/2023-2025

Mfr's Report Date: August 27, 2024

NHTSA Campaign Number: 24V-641

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 1,245

Problem Description:

Jayco Inc. (Jayco) is recalling certain 2023-2025 Entegra Ethos, Ethos LI, Arc, Jayco Swift, Swift LI, and Comet motorhomes. The radio software may prevent the rearview image from displaying. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

Remedy:

The radio software will be updated through an over-the-air (OTA) update or by a dealer, free of charge. Owner notification letters are expected to be mailed September 27, 2024. Owners may contact Jayco customer service at 1-800-283-8267 or FCA customer service at 1-800-853-1403. Jayco's number for this recall is FCA 24V-436.

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 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