

Part 573 Safety Recall Report

24V-158

Manufacturer Name : Jayco, Inc.**Submission Date :** FEB 28, 2024**NHTSA Recall No. :** 24V-158**Manufacturer Recall No. :** Ford 24V-102**Manufacturer Information :****Population :**

Manufacturer Name : Jayco, Inc.

Number of potentially involved : 82

Address : 903 South Main Street

Estimated percentage with defect : 100 %

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

Vehicle Information :

Vehicle 1 : 2024-2024 Jayco/Entegra Coach Condor, Expanse, Expanse LI, Granite Ridge, Solstice

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Jayco obtained a list of affected VIN numbers from Ford Motor Company for their recall 24V-102. Jayco matched those VIN numbers to our production records.

Production Dates : JUL 31, 2023 - FEB 16, 2024

VIN Range 1 : Begin : 1FDRU8UG7PKB09812 End : 1FDRU8PG1PKB98773 ☒ Not sequential**Description of Defect :**

Description of the Defect : Ford Motor Company reported to Jayco Inc. that they are recalling certain 2023-2024 Model Year Transit Vehicles Equipped with a 9.75 Rear Axle. In the affected vehicles, insufficient rear axle lubricant fill volume may result in an inadequate coating of the rear axle pinion bearing, potentially leading to overheat and bearing seizure. Bearing seizure may lead to rear wheel lock-up and driveshaft separation from the rear axle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of rear axle bearing seizure, customers may experience rear wheel lock-up and possible driveshaft separation, resulting in loss of vehicle control or loss of vehicle motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

Description of the Cause : A revised rear axle design was introduced into production with insufficient lubrication volume. The inadequate volume of rear axle lubricant was due to a change in the static level of axle lubricant in the revised rear axle design.

Identification of Any Warning : Customers may observe rear axle fluid leaks while stationary and may that can Occur : experience grinding noise and vibration from the rear axle while driving.

Involved Components :

Component Name 1 : Single Rear Wheel Axle Assembly

Component Description : 3.73 Conventional Differential Single Rear Wheel

Component Part Number : MK4W-4001-BD

Component Name 2 : Single Rear Wheel Axle Assembly

Component Description : 3.73 Limited Slip Differential Single Rear Wheel

Component Part Number : MK4W-4001-CD

Component Name 3 : Single Rear Wheel Axle Assembly

Component Description : 4.10 Limited Slip Differential Single Rear Wheel

Component Part Number : MK4W-4001-DD

Component Name 4 : Single Rear Wheel Axle Assembly

Component Description : 3.73 Limited Slip Differential Single Rear Wheel

Component Part Number : MK4W-4001-GC

Component Name 5 : Single Rear Wheel Axle Assembly

Component Description : 4.10 Limited Slip Differential Single Rear Wheel

Component Part Number : MK4W-4001-HC

Component Name 6 : Dual Rear Wheel Axle Assembly

Component Description : 3.73 Conventional Differential Single Rear Wheel

Component Part Number : JK4W-4001-DE

Component Name 7 : Dual Rear Wheel Axle Assembly

Component Description : 3.73 Limited Slip Differential Single Rear Wheel

Component Part Number : JK4W-4001-BE

Component Name 8 : Dual Rear Wheel Axle Assembly

Component Description : 4.10 Limited Slip Differential Single Rear Wheel

Component Part Number : JK4W-4001-AE

Component Name 9 : Dual Rear Wheel Axle Assembly

Component Description : 3.73 Limited Slip Differential Single Rear Wheel

Component Part Number : LK4W-4001-ABE

Component Name 10 : Dual Rear Wheel Axle Assembly

Component Description : 3.73 Limited Slip Differential Single Rear Wheel

Component Part Number : LK4W-4001-AFD

Component Name 11 : Dual Rear Wheel Axle Assembly

Component Description : 4.10 Limited Slip Differential Single Rear Wheel

Component Part Number : LK4W-4001-ADE

Supplier Identification :

Component Manufacturer

Name : Sterling Axle Plant

Address : 39000 Mound Road

Sterling Heights Michigan 48310

Country : United States

Chronology :

Please refer to Ford Motor Company's chronology on 24V-102. Ford or Jayco Inc. is not aware of any reports of

injury related to this condition.
February 13, 2024 the Jayco Compliance team received information from Ford about recall 24S05 / NHTSA Recall 24V-102 regarding Inadequate Rear Axle Lubrication on certain 2023-2024 Model Year Transit Vehicles. On February 19, 2024 Jayco’s Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to the Corrective Preventive Action Committee (CPAC). On February 21, 2024 (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC).
On February 22, 2024 SSC voted to proceed with a Ford pass through chassis recall.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have their rear axle inspected. If any axles experience symptoms consistent with pending failure, the full axle assembly will be replaced. If metal shavings are present on the axle fill plug magnet, the fluid will be washed and the axle bearings will be replaced. If metal shavings are not present, dealers will add additional axle lubricant to the rear differential. There will be no charge for this service. Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. The ending date for reimbursement eligibility is estimated to be March 15, 2024. Ford Motor Company will be reporting the quarterly completion rates to NHTSA.
How Remedy Component Differs from Recalled Component :	The remedy rear axle (MK4W/JK4W/LK4W-4001-A/B/C/D/G/H) will contain the correct lubricant level to avoid a potential bearing seizure.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	Jayco will notify its dealers and affected retail owners.
Planned Dealer Notification Date :	APR 12, 2024 - APR 12, 2024
Planned Owner Notification Date :	APR 12, 2024 - APR 12, 2024

* NR - Not Reported