

# Part 573 Safety Recall Report

## 24V-161

**Manufacturer Name :** Jayco, Inc.

**Submission Date :** FEB 29, 2024

**NHTSA Recall No. :** 24V-161

**Manufacturer Recall No. :** Shyft Group 24V-052



### 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 : 286

Estimated percentage with defect : 5 %

### Vehicle Information :

Vehicle 1 : 2023-2025 Entegra Coach Anthem, Cornerstone

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : UNKNOWN

Power Train : DIESEL

**Descriptive Information :** Shyft Group Inc. provided a list of affected VIN numbers to Jayco compliance regarding their recall 24V-052. Jayco matched those VIN numbers to our production records. Chassis subject to this recall are equipped with an Independent Front Suspension (IFS) supplied by Cummins-Meritor and steering gear supplied by RH Sheppard. Chassis excluded from this recall are not equipped with either component or system.

**Production Dates :** JUL 30, 2022 - FEB 20, 2024

**VIN Range 1 :** Begin : 4VZAU1D10PC092980 End : 4VZAU1D1XSC095281 ☒ Not sequential

### Description of Defect :

**Description of the Defect :** The steering gear may have foreign material internal to the gear that could inhibit pressure build within the system when turning to the right resulting in a loss of power steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A loss of power steering assist could increase the level of effort required to steer the vehicle when turning to the right thus, potentially increasing the risk of property damage or crash.

**Description of the Cause :** The sector shaft had the potential to impact the inspection camera ring and chipping the material from the ring and introducing into the steering gear.

Identification of Any Warning that can Occur : A loss of power steering assist could occur without warning.

Involved Components :

Component Name 1 : IFS w/Steering Gear  
Component Description : Steering Gear  
Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Meritor, Inc.  
Address : NR  
NR  
Country : NR

Chronology :

Please refer to Shyft Group’s chronology on 24V-052.  
Jayco compliance is not aware of any reports of accident or injury related to this condition.  
February 12, 2024 Jayco’s Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On February 21, 2024 The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On February 22, 2024 SSC voted to proceed with a 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 Spartan Service Center. The steering gear will be removed and replaced with a steering gear that is not subject to having foreign material present in the system. A reimbursement plan is not needed for this matter as the affected chassis are within their warranty period and claims received would have been honored as a part of the warranty without charge to the consumer. Jayco's general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall is on file with NHTSA. Shyft Group will be reporting the quarterly completion rates to NHTSA.
How Remedy Component Differs from Recalled Component :	The serial number on the gear would represent the date on which changes were made to the inspection process during assembly at RH Sheppard which is traceable to a serial number on the IFS.
Identify How/When Recall Condition was Corrected in Production :	RH Sheppard added a protective shield around the protective camera ring on August 18, 2023.

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