

# Part 573 Safety Recall Report

# 24V-212

**Manufacturer Name :** Jayco, Inc.

**Submission Date :** MAR 19, 2024

**NHTSA Recall No. :** 24V-212

**Manufacturer Recall No. :** Ford 23V-598



## Manufacturer Information :

## Population :

**Manufacturer Name :** Jayco, Inc.

**Number of potentially involved :** 136

**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 :** 2023-2024 Jayco/Entegra Coach Expanse, Expanse LI, Solstice, Solstice LI

**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 23V-598. Jayco matched those VIN numbers to our production records.

**Production Dates :** AUG 31, 2022 - SEP 29, 2023

**VIN Range 1 : Begin :** 1FDRU8UG1NKA07743 **End :** 1FDRU8UG9PKB57537  Not sequential

## Description of Defect :

**Description of the Defect :** Customers may intermittently experience either a rear camera blue image or a full blue or black image on the SYNC screen when the vehicle is placed in reverse, or when the 360-degree view is selected and available (during lowspeed operation).

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Loss of rear camera image while in reverse increases the risk of a crash.

**Description of the Cause :** Depending on the camera vehicle system, three (3) causal factors can affect rate of defect: camera hardware, wiring retention, and Image Processing Module – B (IPMB) software. Within the camera, fretting corrosion causes tin oxide formation on the internal camera connector due to thermally induced micro-movement between the tin-plated contact surfaces. The rate of tin oxide accumulation in the connector is dependent on environmental factors like temperature and humidity. Additionally, internal connector misalignment may occur during the manufacturing process and lead to permanent contact deformation. Both of these hardware root causes may result in degraded circuit continuity at the rearview camera's internal coaxial

connector resulting in a loss of video frames. Rearview camera circuit integrity may be influenced by the specific vehicle wiring retention strategy. For the Transit vehicle with 360 View feature, when a loss of video frames in the Valeo IMPB occurs during the re-initialization process or when the cameras enter sleep mode during re-initialization process, the IPMB software version IT 18.1 is susceptible to displaying a blue image or a full blue or black screen when the vehicle begins a backing event.

Identification of Any Warning that can Occur : None

### Involved Components :

Component Name 1 : CMR RR FAC VEH DTCT

Component Description : Transit 360 View - Digital Rearview Camera

Component Part Number : NK4T-19G490-AA

Component Name 2 : CMR RR FAC VEH DTCT

Component Description : Transit Digital Rearview Camera

Component Part Number : NK4T-19G490-CA

Component Name 3 : CMR RR FAC VEH DTCT

Component Description : Transit Digital Rearview Camera

Component Part Number : NK4T-19G490-DA

Component Name 4 : IPMB Software (version IT18.1)

Component Description : Transit 360 View IPMB

Component Part Number : LB5T-14F017-A

### Supplier Identification :

#### Component Manufacturer

Name : Magna

Address : 2050 Auburn Rd.  
Auburn Hills Michigan 48236  
Country : United States

## Chronology :

Please refer to Ford Motor Company's chronology on 23V-598. Ford Motor Company and Jayco Inc. are not aware of any injuries related to this concern. Ford Chronology stated that there are 2 allegations of minor crashes due to the loss of rearview image.

October 20, 2023 we received a letter for Ford Recall 23S48 / 23V-598 regarding the rearview camera image may not display on 2022-2023 Transit Vehicles and that parts are not yet available for the remedy and anticipated to be available in the second quarter of 2024. Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On November 1, 2023 The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC) once the parts were available and the Ford recall became active. In March 2024, Ford Motor Company notified Jayco that the parts are now available. On March 14, 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 Ford or Lincoln dealer to have the rearview camera replaced. Some Transit vehicles will also receive an Image Processing Module – B (IPMB) software update. Vehicles that do not have robust strain relief on the camera wiring will be updated. 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 2021. The ending date for reimbursement eligibility is estimated to be June 30, 2024. Ford Motor Company will be reporting the quarterly completion rates to NHTSA.

**How Remedy Component Differs from Recalled Component :** The remedy camera NK4T-19G490-AB for Transit with 360 View, NK4T-19G490-CD/DD for Transit with Digital Rearview Camera, will have a gold plated internal connector and improved connector alignment. The Transit vehicles equipped with a 360-degree camera system will receive an IPMB software update (LB5T-14F017-BA) which will prevent a persistent blue or black rearview camera image by triggering a 1.2 second re-initialization of the camera in case a loss of video frames is detected.

**Identify How/When Recall Condition was Corrected in Production :** Not required per 49 Part 573

**Recall Schedule :**

Description of Recall Schedule : Jayco will notify its dealers and affected retail owners.

Planned Dealer Notification Date : APR 19, 2024 - APR 19, 2024

Planned Owner Notification Date : APR 19, 2024 - APR 19, 2024

\* NR - Not Reported