

# Part 573 Safety Recall Report

# 24V-245

**Manufacturer Name :** Jayco, Inc.

**Submission Date :** APR 02, 2024

**NHTSA Recall No. :** 24V-245

**Manufacturer Recall No. :** Ford 24V-097



## 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 :** 1,719

**Estimated percentage with defect :** 8 %

## Vehicle Information :

**Vehicle 1 :** 2020-2022 Jayco/Entegra Coach Greyhawk, Redhawk, Greyhawk Prestige, Esteem, Odyssey

**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-097. Jayco matched those VIN numbers to our production records.

**Production Dates :** MAY 14, 2020 - MAR 03, 2022

**VIN Range 1 : Begin :** 1FDXE4FN4MDC04367 **End :** 1FDXE4FN9NDC16466  Not sequential

## Description of Defect :

**Description of the Defect :** The power steering pressure line in affected vehicles may be inadequately connected to the brake Hydro boost unit, which may result in a leak or sudden loss of power steering fluid.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

**Description of the Cause :** The fitting between the power steering pressure line and the brake Hydro boost unit may not have been adequately connected during the assembly process.

**Identification of Any Warning :** A power steering fluid leak may occur, resulting in steering fluid on the ground

that can Occur : underneath the vehicle. Some drivers report hearing an audible “pop” if the power steering pressure line fitting becomes disconnected while driving.

## Involved Components :

Component Name 1 : HOS ASY PWR STNG PRESS LN

Component Description : Power Steering Pressure Line, Cutaway Units

Component Part Number : LC24-3F523-AD

Component Name 2 : HOS ASY PWR STNG PRESS LN

Component Description : Power Steering Pressure Line, Stripped Chassis Units

Component Part Number : LC24-3F523-BC

Component Name 3 : HOS ASY-PWR STNG PRESS LN LH

Component Description : Power Steering Jumper Line

Component Part Number : 4C24- 3F524-GA

## Supplier Identification :

### Component Manufacturer

Name : Yokohama Industries Americas Inc.

Address : 109 Gillespie Drive  
Easley South Carolina 29640

Country : United States

## Chronology :

Please refer to Ford Motor Company’s chronology on 24V-097. Ford is aware of one accident that may be related to this concern. Ford is not aware of any injuries related to this concern.

On March 26, 2024, Ford Motor Company notified the Jayco Inc. compliance department, via letter US Mail, that they are recalling certain 2021-2022 E-350 and E-450 vehicles equipped with dual rear wheels. An inadequate connection between the power steering pressure line and the brake hydroboost unit may result in a sudden loss of power steering fluid. A sudden loss of power steering fluid can result in a loss of power steering and

power brake assist, increasing the risk of a crash. March 27, 2024 Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On March 27, 2024, The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On March 28, 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 power steering pressure line and Hydro boost jumper line replaced. 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 May 31, 2024. Ford Motor Company will be reporting the quarterly completion rates to NHTSA.

**How Remedy Component Differs from Recalled Component :** The power steering lines LC24-3F523-AD/BC will be replaced with power steering lines LC24-3F523-AE/BD or RC24-3F523-AA/BA. The power steering lines 4C24-3F524-GA will be replaced with power steering lines 4C24-3F524-GB/C. The revised power steering lines incorporate revised routing and connection angle at the Hydro boost unit.

**Identify How/When Recall Condition was Corrected in Production :** On June 21, 2021, power steering lines with revised routing and connection angle at the Hydroboost unit were introduced into production based on ergonomic feedback from assembly plant personnel.

## Recall Schedule :

**Description of Recall Schedule :** Jayco will notify its dealers and affected retail owners.  
**Planned Dealer Notification Date :** MAY 30, 2024 - MAY 30, 2024  
**Planned Owner Notification Date :** MAY 30, 2024 - MAY 30, 2024

\* NR - Not Reported