

Part 573 Safety Recall Report

24V-309

Manufacturer Name : Jayco, Inc.

Submission Date : JUN 05, 2024

NHTSA Recall No. : 24V-309

Manufacturer Recall No. : 9903607



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 : 137

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2025 Entegra Coach Aspire Class A

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : JUL 29, 2022 - APR 17, 2024

VIN Range 1 : Begin : 1JSMEACV2P13D8051 **End :** 1JSMEACV7S13D8054 Not sequential

Description of Defect :

Description of the Defect : Certain units were built with the camera control module orientation installed upside down and flush to the floor. The module may overheat causing a separation of the internal circuit board and a failure can occur at the module, which can cause a loss of the camera image on the dash screen.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of the camera image on the dash screen could increase the risk of a crash.

Description of the Cause : The control module orientation was installed upside down and flush to the floor in production.

Identification of Any Warning that can Occur : Camera image on the dash screen will go blank.

Involved Components :

Component Name 1 : Control Module

Component Description : MODULE, CONT RAMCO 360 BIRDS EYE VD CNFIG MFR# MUL.360.VSV.HD

Component Part Number : 2034697/ CBX.360.VALID

Supplier Identification :

Component Manufacturer

Name : Ramco Engineering, Inc.

Address : 2805 Frederic Drive

Elkhart Indiana 46514

Country : United States

Chronology :

4/3/2024 Jayco production notified Jayco Compliance by email regarding Model Year 2023-2025 Entegra Coach Aspire camera systems. They advised that the camera control module orientation was installed upside down and flush to the floor in production. In this installation, the module may overheat causing a separation of the internal circuit board causing a failure to occur at the module, which can cause a loss of the camera image on the dash screen.

4/8/2024 The Warranty Incident Review Committee (WIRC) discussed the incident and elevated it to CPAC.

4/17/2024 The Corrective Preventive Action Committee (CPAC) discussed the incident and elevated it to SSC.

4/25/2024 The Safety Steering Committee (SSC) met and voted to proceed with filing a safety recall with NHTSA.

Jayco is aware of 13 warranty claims where the control module was replaced. We are not aware of any accidents or injuries related to this matter.

8/7/2023,

8/24/2023,

11/8/2023,

12/15/2023,

12/21/2023,

1/3/2024,

1/10/2024,

1/25/2024,

2/19/2024,

3/6/2024,

3/7/2024,

4/10/2024,

4/11/2024

Description of Remedy :

Description of Remedy Program : Jayco Inc. Dealers will replace the camera control module and install it with two brackets in the proper orientation to the compartment ceiling. The remedy will be free of charge and will take approximately 1/2 hour to complete. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. This repair will be performed at no charge. Jayco Inc. will file completion reports.

How Remedy Component Differs from Recalled Component : The recalled component will have the two brackets installed and the orientation on the control module will be correct.

Identify How/When Recall Condition was Corrected in Production : Production implemented an ECN RE0621 on 12-4-23 to change the orientation and add 2 mounting brackets to the module. This change provides adequate airflow and the proper orientation, which eliminates the failure.

Recall Schedule :

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

Planned Dealer Notification Date : JUN 12, 2024 - JUN 12, 2024

Planned Owner Notification Date : JUN 12, 2024 - JUN 12, 2024

* NR - Not Reported