



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V736

Manufacturer Name: Jayco, Inc.

Submission Date: Oct 28, 2025

NHTSA Recall No.: 25V736

Manufacturer Recall No.: 9903641

Manufacturer Information

Population

Manufacturer Name: Jayco, Inc.

Address: 903 South Main Street
PO Box 460
Middlebury IN, 46540

Total number of potentially involved: 100

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2025-2026 ENTEGRA CONDOR

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Sep 12, 2024 - Sep 18, 2025

Number of potentially involved: 62

Descriptive Information:

Jayco Inc. determined the population from production records.

Vehicle 2: 2025-2026 Jayco Granite Ridge

Product Category:

Product Type:

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: Jul 11, 2024 - Oct 09, 2025

Number of potentially involved: 38

Descriptive Information:

Jayco Inc. determined the population from production records.

Defect / Noncompliance Description

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Description of the defect or noncompliance:

Certification labels may have the front and rear axle information reversed due to an internal data entry error. As a result, the labels fail to comply with the requirement of the 49 CFR Part 567 "Certification".

FMVSS1: 567 - Certification

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Certification labels with the front and rear axle information reversed could cause the owner referencing the certification label to inflate the front and rear tires incorrectly which can cause poor handling and increase the risk of a crash.

Description of the cause:

Internal data entry error in our AX system which caused the certification labels to print with the front and rear axle information reversed.

Identification of any warning that can occur:

None

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1: Certification label

Component Description: Certification label

Component Part Number: No Part # - Labels are printed in Jayco Production

Chronology

On September 30, 2025 the Jayco Chassis Administration emailed the Jayco compliance department with a list of Jayco motorized units where the certification labels were printed in error with the front and rear axle information reversed due to an internal data entry error. An incident was created.

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On October 6, 2025 the Warranty Incident Review Committee (WIRC) discussed the incident and determined it should be elevated to CPAC.

On October 15, 2025 the Corrective and Preventive Action Committee (CPAC) met to discuss this incident and elevated it to the Safety Steering Committee.

On October 23, 2025 the Safety Steering Committee voted in favor of proceeding with a noncompliance recall for failing to comply with requirement of the 49 CFR Part 567, "Certification."

There are no warranty claims or complaints associated with this recall.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Jayco Inc. Dealers and retail owners will adhere Certification labels showing the correct front and rear axle information on all affected units. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. Jayco Inc. will be reporting the quarterly completion rates to NHTSA.

How remedy component differs from recalled component:

Certification labels adhered will show the correct front and rear axle information.

Identify how/when recall condition was corrected in production:

As of September 30, 2025 Jayco production has installed certification labels with correct front and rear axle information.

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Jayco Inc. will notify its dealers and affected retail owners on or before 11-21-2025.

Planned Dealer Notification Date: Nov 21, 2025 - Nov 21, 2025 No Dealers

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Planned Interim Owner Notification Date:

No Owners

Planned Remedy Owner Notification Date: Nov 21, 2025 - Nov 21, 2025

Phased Recall

Date when VIN will be searchable: