

# Part 573 Safety Recall Report

## 20V-780

**Manufacturer Name :** Jayco, Inc.**Submission Date :** DEC 15, 2020**NHTSA Recall No. :** 20V-780**Manufacturer Recall No. :** 9903528**Manufacturer Information :****Population :**

Manufacturer Name : Jayco, Inc.

Number of potentially involved : NR

Address : 903 South Main Street

Estimated percentage with defect : NR

PO Box 460 Middlebury IN 46540

Company phone : 800-283-8267

**Vehicle Information :**

Vehicle 1 : 2020-2021 Motorhome Greyhawk, Greyhawk Prestige, Redhawk, Redhawk SE, Odyssey, Esteem

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : While we know the products affected the scope is under - the exact total with Unit Serial Numbers is still in process . Some products note the Hydraulic leveling system as option while others standard - Will edit 573 upon receipt of the information.

Production Dates : MAR 23, 2019 - DEC 08, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

Description of the Defect : The support bracket for the leveling system's hydraulic pump and reservoir may fail.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure could potentially allow the pump and reservoir to contact the ground, which may result in either a complete separation and/or the possibility of hydraulic fluid loss, increasing the risk of a crash and/or property damage.

Description of the Cause : Support bracket not adequate for the hydraulic pump and reservoir.

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

7-9-20 NHTSA and Jayco met via turbo meeting to discuss previous TSBs (17-011 and 19-022) and additional units reporting pump and reservoir failure, some of which included pumps making contact with the ground. Based on the current facts, an increase of concern for the consumer's safety, warranted elevation of the TSBs to a Recall status. Recall 20V-405 – filed to address poor welds on units affected by previous TSBs. During the research to capture all potentially defective units in the scope of the new recall (20V-405), numerous 2019 motorhomes noted the same poor weld failure. These units had the new design and had a manufacture date after the supplier change in August 2019.

7-13-20 – Incident review at WIRC on a 2019 Greyhawk - hydraulic pump dragging on ground - per consumer – welding of the pump support was inadequate.

7-15-20 Incident elevated to CPAC – 13 failures found on 2019 units produced after the supplier change to continuous weld (4-8-19) - Zero failures found on units built after 4-8-19.

7-2020 – 8-2020 Further research conducted to find ALL motorhomes produced with Hydraulic leveling system and a complete assessment of ALL possible failure modes. – This research confirmed that 2016-2019 units defines the scope of the new recall.

9-3-20 SSC reviewed all details and approved filing of new recall for ALL units manufactured prior to 4-8-2019 with a hydraulic leveling system AND not previously listed under TSB 17-011 or 19-022 or Recall 20V-405.

PLEASE NOTE: The August SSC meeting scheduled for 8-27-2020 was delayed one week.

10/14/20 Tested current bracket design and several prototype brackets

10/14/20 to 10/28/20 developed final solution

10/28/20 to 11/14/20 bracket out for quotes

11/20/20 Supplier selected

11/20/20 TO 12/4/20 Supplier develops tooling and production schedule

12/8/20 Implementation of new bracket into assembly plant

12/10/20 - Safety Committee reviewed all details and agreed that a Safety Recall was required.

### Description of Remedy :

Description of Remedy Program : Install new designed bracket that is adequate to support to system.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : 12-8-2020 - The new designed bracket was installed on chassis for unit M1XB4263

### Recall Schedule :

Description of Recall Schedule : Jayco will release with confirmation of affected scope and availability of the new bracket from supplier.

Planned Dealer Notification Date : JAN 31, 2021 - JAN 31, 2021

Planned Owner Notification Date : JAN 31, 2021 - JAN 31, 2021

\* NR - Not Reported