

Part 573 Safety Recall Report

21V-591

Manufacturer Name : Entegra Coach

Submission Date : JUL 30, 2021

NHTSA Recall No. : 21V-591

Manufacturer Recall No. : none



Manufacturer Information :

Manufacturer Name : Entegra Coach

Address : 903 South Main Street

P.O. Box 460 Middlebury IN 46540

Company phone : 1-800-945-4787

Population :

Number of potentially involved : 1,284

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2022 Entegra Coach Anthem, Aspire, Insignia, Reatta XL Class A

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Spartan/Shyft Group matched Cummins Engine Serial Numbers to their production records and provided a list of affected VINs to Jayco who matched those VINs to our production records.

Production Dates : MAY 04, 2017 - JUN 29, 2021

VIN Range 1 : Begin : 4VZAR1D90LC086954 **End :** 4VZAU1D9XMC090140 ☒ Not sequential

Description of Defect :

Description of the Defect : As described in Cummins recall 21E-032 and in Spartan/Shyft Group recall 21V-319, the fuel rail assembly on the engine may develop leaks, which may result in an undetected prolonged diesel fuel spray. Even though the vehicle operator may see or smell diesel fuel, or in some cases, the check engine lamp may illuminate, a leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire. Spartan/Shyft Group related that the percentage of chassis containing the defect is unknown. Owners of the affected vehicles should periodically check the fuel rail for signs of leaking and seek repairs if leaks are identified. If a leak occurs, the operator may see or smell diesel fuel and, in some cases, the check engine lamp may illuminate.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire.

Description of the Cause : The rail end sealing bores in the fuel rail may have undersized pilot bores for

the sealing washer, thus preventing the washer from properly seating, potentially resulting in inadequate load for the joint to remain properly sealed in service.

Identification of Any Warning that can Occur : The operator may see or smell diesel fuel. In some cases, the check engine lamp may illuminate.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Cummins, Inc.

Address : 301 Washington Street
Box 3005, Mail Code 91630 Columbus Indiana 47202

Country : United States

Chronology :

May 13, 2021 Spartan/Shyft Group emailed notification to Jayco of their recall. There was some discussion with Spartan/Shyft Group of exactly what units were involved in the scope of the recall. Jayco could not find matches in our records for the entire list of VINs sent by Spartan/Shyft Group.

May 17, 2021 Warranty Incident Review Committee (WIRC) discussed the recall and elevated the incident to CPAC.

May 19, 2021 Corrective and Preventive Action Committee (CPAC) discussed the recall and determined that a CAN (Chassis Advisory Notice) was appropriate when the scope of units was confirmed.

June 14, 2021 Spartan/Shyft Group emailed confirmation of what units were involved in the scope of the recall. Jayco intended to proceed with our CAN (Chassis Advisory Notice) process for notifying retail owners affected by a chassis recall.

June 21, 2021 Jayco (Paul Rine, Joe Resil) and Thor (David Mihalick) and Transport Canada (Jeremy Hamilton) had a conference call during which an example of a CAN was shared with Jeremy for him to give consideration over whether the CAN process meets the requirements of the Canadian Motor Vehicle Safety Act.

July 20, 2021 Jayco and Jeremy Hamilton had a conference call during which it was decided that Jayco would initiate a safety recall for the Cummins / Spartan/Shyft Group recall because our CAN process would not meet the requirements of the Canadian Motor Vehicle Safety Act in this situation.

July 22, 2021 Jayco Safety Steering Committee voted and agreed that that a pass through recall was required.

Description of Remedy :

Description of Remedy Program : The rail threads will be inspected for damage. If damage is found on the threads, the rail will be replaced with a rail of a different design. The fuel lines will also be replaced with lines of a different design if the rail is replaced. If no damage is found on the threads, new crush washers will be installed using a special tool. Jayco will handle any units remedied prior to the launch of this recall in accordance with our Recall Reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : For units having no thread damage, the technician will be instructed to place a paint dot somewhere on the rail to indicate that the repair has been completed. For units that do have thread damage, the replacement rail and fuel lines will have unique part numbers. The replacement rail and lines are also visibly different.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Spartan/Shyft Group and Cummins will issue an interim owner notification.
Cummins and Spartan/Shyft Group will notify all owners.
Owners who previously received an interim letter notification will receive a second notification. Cummins anticipates mailing owner letters communicating the availability of the remedy during July 2021. Spartan/Shyft Group will issue a second owner letter for same.

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

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

* NR - Not Reported