

Part 573 Safety Recall Report

23V-225

Manufacturer Name : Jayco, Inc.

Submission Date : MAR 30, 2023

NHTSA Recall No. : 23V-225

Manufacturer Recall No. : MB 23V-101



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 : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Entegra Coach Qwest

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : The recall population was determined through production records.

Production Dates : OCT 12, 2022 - OCT 27, 2022

VIN Range 1 : Begin : W1X8E33Y0NN187323 **End :** W1X8E33Y4NN187325 Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG") the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter (907 platform) vehicles equipped with electrically adjustable front swivel-seats, the electrical wiring harness might become damaged over time when a front swivel seat is adjusted.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a damaged wiring harness, it cannot be ruled out that the function of the side airbag installed in the seat back might be impaired. This could increase the risk of injury.

Description of the Cause : Due to a deviation in the development process, the wiring harness on the rotary seat frame may have been routed with an insufficient length to the seat adjustment motor.

Identification of Any Warning that can Occur : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice the SRS indicator lamp illuminated in the instrument cluster.

Involved Components :

Component Name 1 : Cable Strap, Main Line Kit

Component Description : Cable Strap, Main Line Kit

Component Part Number : A0009956790, A9075407465

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Please refer to Daimler's chronology on 23v-101.

Jayco is not aware of any reports of accident or injury related to this condition.

MBAG is aware of no warranty claims, field or service reports, or reports of property damage, death or injury related to this defect.

March 13, 2023 Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On March 15, 2023 The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On March 23, 2023 SSC voted to proceed with a pass through chassis recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealership will inspect the installation of the wiring harness and will attach it properly to the seat base. There will be no charge for this service. Any repairs would have been covered through the normal warranty process. If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. An original or clear copy of all receipts showing name, address, VIN, problem, repair, who did the repair, cost, proof of payment are required. Daimler will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs from Recalled Component : The wiring harness will be attached properly to the seat base.

Identify How/When Recall Condition was Corrected in Production : A change in the routing of the electrical wiring harness ensures that this issue can no longer occur from May 5,2022 onwards.

Recall Schedule :

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

Planned Dealer Notification Date : MAY 01, 2023 - MAY 01, 2023

Planned Owner Notification Date : MAY 01, 2023 - MAY 01, 2023

* NR - Not Reported