

Part 573 Safety Recall Report

24V-641

Manufacturer Name : Jayco, Inc.

Submission Date : AUG 27, 2024

NHTSA Recall No. : 24V-641

Manufacturer Recall No. : FCA 24V-436



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 : 1,245

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2025 Jayco/Entegra Coach Ethos, Ethos LI, Swift, Swift LI, Comet, Arc

Vehicle Type : LIGHT VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Jayco obtained a list of affected VIN numbers from FCA for their recall 24V-436. Jayco matched those VIN numbers to our production records.

Production Dates : JUL 22, 2022 - AUG 21, 2024

VIN Range 1 : Begin : 3C6MRVUG8NE104074 End : 3C6MRVUG4PE526698 ☒ Not sequential

Description of Noncompliance :

Description of the Noncompliance : FCA (Fiat Chrysler Automobiles) reported to Jayco Inc. that they are recalling certain 2022-2023 Ram Promaster vehicles. The radio software may prevent the rearview image from displaying. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning : None prior to failure. However, the driver will notice that the rearview image is that can Occur : not displayed when the vehicle is placed into reverse.

Involved Components :

Component Name 1 : Software

Component Description : Radio Software

Component Part Number : See "FCA US LLC Recall Part Numbers-66B-Multiple Programs Rear Camera Visibility 061324.pdf"

Supplier Identification :

Component Manufacturer

Name : Harman

Address : 30001 Cabot Drive
Novi Michigan 48377

Country : United States

Chronology :

Please refer to FCA chronology on Recall 24V-436. On July 18, 2024, Jayco production received notification via e-mail from FCA of an active recall 24V-436. On July 18, 2024 Jayco Production notified Jayco Compliance of the FCA recall 24V-436 regarding Rearview Camera Visibility. On July 29, 2024, Jayco's Warranty Incident Review Committee (WIRC) reviewed the incident and elevated it to CPAC. On August 7, 2024, The Corrective Preventive Action Committee (CPAC) decided to elevate the incident to the Safety Steering Committee (SSC). On August 22, 2024, SSC voted to proceed with a pass through chassis recall. Jayco Inc. is not aware of any claims related to this condition.

Description of Remedy :

Description of Remedy Program : FCA Dealers will update the radio software, free of charge. FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.
FCA will be reporting the quarterly completion rates to NHTSA.

How Remedy Component Differs The remedy component is updated radio software that meets FMVSS 111 Rear Visibility requirements.

from Recalled Component :

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

Recall Schedule :

Description of Recall Schedule : Jayco will notify its dealers and affected retail owners.
Planned Dealer Notification Date : SEP 27, 2024 - SEP 27, 2024
Planned Owner Notification Date : SEP 27, 2024 - SEP 27, 2024

* NR - Not Reported