

Part 573 Safety Recall Report

25V-145

Manufacturer Name : Jayco, Inc.**Submission Date :** MAR 06, 2025**NHTSA Recall No. :** 25V-145**Manufacturer Recall No. :** 9903622**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 : 15

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Entegra Coach Condor Class C

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : FEB 14, 2024 - FEB 16, 2024

VIN Range 1 : Begin : 1JSLECBK2R1FT8064 End : 1JSLECBK1R1FT8069 ☒ Not sequential

Vehicle 2 : 2024-2024 Jayco Granite Ridge Class C

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : FEB 28, 2024 - MAR 20, 2024

VIN Range 1 : Begin : 1UJLJCBK7R1FT4083 End : 1UJLJCBK1R1FT4094 ☒ Not sequential

Vehicle 3 : 2025-2025 Jayco Alante SE Class A

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : NOV 27, 2024 - NOV 27, 2024

VIN Range 1 : Begin : 1UJMJABN0S1AA4087 End : 1UJMJABN0S1AA4087 ☒ Not sequential

Vehicle 4 : 2025-2025 Entegra Coach Odyssey SE
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : DEC 17, 2024 - DEC 18, 2024

VIN Range 1 : Begin : 1JSLECBL4S1G48077 End : 1JSLECBL6S1G48078 ☒ Not sequential

Vehicle 5 : 2025-2025 Jayco Redhawk SE Class C
Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : Jayco Inc. determined the population from production records.

Production Dates : DEC 17, 2024 - DEC 17, 2024

VIN Range 1 : Begin : 1UJLJCBL8S1G44087 End : 1UJLJCBLXS1G44088 ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Weight information listed on the Occupant and Cargo Carrying Capacity (OCCC) label is incorrect due to a weight scale malfunction. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 120, "Wheels and Rims - Other than Passenger Cars."

FMVSS 1 : 120 - Wheels and rims- other than passenger cars
FMVSS 2 : NR

Description of the Safety Risk : The OCCC label weight information being incorrect may cause the vehicle to be overloaded. An overloaded vehicle has an increased risk of a crash.

Description of the Cause : A weight scale malfunction in production caused the incorrect weight information to print on the Occupant and Cargo Carrying Capacity (OCCC) label.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : OCCC Label

Component Description : Motor Home Occupant and Cargo Carrying Capacity Label

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

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

On January 31, 2025, Jayco compliance was made aware by Jayco customer service via a phone call of a Facebook post that a customer’s unit has the incorrect weights listed on the Motor Home Occupant and Cargo Carrying Capacity Label. An internal investigation began.
On February 10, 2025, the Warranty Incident Review Committee (WIRC) discussed the incident and determined it should be elevated to CPAC.
On February 17, 2025 during the investigation, Jayco Inc. engineering team confirmed that there was intermittent weight scale malfunction on a short list of units that caused the incorrect weights to print on the OCCC labels.
On February 19, 2025, the Corrective and Preventive Action Committee (CPAC) met to discuss this incident and elevated it to the Safety Steering Committee.
On February 27, 2025, the Safety Steering Committee voted in favor of proceeding with a noncompliance recall for failing to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 120, "Wheels and Rims - Other than Passenger Cars."

Description of Remedy :

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| Description of Remedy Program : | Jayco Inc. Dealers or the retail owners will adhere the Occupant and Cargo Carrying Capacity (OCCC) label with the correct weights listed. Repairs made prior to the recall will be reimbursed in accordance with our Recall Reimbursement Plan on file with NHTSA. There is 1 complaint associated with this recall. Jayco Inc. will be reporting the quarterly completion rates to NHTSA. |
| How Remedy Component Differs from Recalled Component : | The Motor Home Occupant and Cargo Carrying Capacity (OCCC) label will list the correct weights. |
| Identify How/When Recall Condition was Corrected in Production : | As of February 17, 2025, Jayco Inc. repaired and calibrated the weight scale for new production units. |

Recall Schedule :

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| Description of Recall Schedule : | Jayco will notify its dealers and affected retail owners. |
| Planned Dealer Notification Date : | APR 04, 2025 - APR 04, 2025 |

Planned Owner Notification Date : APR 04, 2025 - APR 04, 2025

* NR - Not Reported