



IMPORTANT SAFETY RECALL

Safety Recall: NHTSA: 20V-388
Transport Canada: 2020-303
July 2020

Dear Valued Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Jayco has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2019-2020 Entegra Qwest, 2019-2021 Jayco Melbourne and Melbourne Prestige Class C Motorhomes built on a Mercedes-Benz Sprinter chassis.

Reason for this recall

The distance between the fender liner and the brake hose may not be sufficient. The front wheel suspension could contact and chafe the brake hose resulting in the loss of brake fluid. Over time, if the operator ignores the brake – fluid, warning indicator, and continues to operate the vehicle until the brake fluid empties, this may increase the stopping distance and increase the risk of a crash.

Recall Remedy

An authorized Mercedes-Benz Sprinter dealer will check the condition and clearance of the brake hoses and if necessary, replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side. This remedy is free of charge. To locate an authorized Dealer see: www.mbvans.com/sprinter/shopping-tools/find-a-dealer and note Recall Campaign # 2020040023.

All pertinent information regarding this recall is available under the Applications > Recalls section of our website. If you need further assistance, please Contact the appropriate Customer Service Group at 800-517-9137.

What we need you to do

Our records show the following unit as affected by this recall, and as part of the current inventory at your Dealership.

VIN

Federal law requires the Recall Remedy completed on this unit prior to customer delivery.

If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit by submitting the Warranty Registration information. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We certainly regret this inconvenience; however, our Customers’ safety is our most important priority.

Sincerely,
Compliance Management
Jayco Motorized