



<p>Safety Recall: 20V-468 August 21,2020</p>
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## IMPORTANT SAFETY RECALL

### This Notice Applies to Your Recreational Vehicle «vin»

Dear Valued Customer:

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 2020- 2021 Melbourne, Melbourne Prestige and Qwest Class C Motorhomes built on a Sprinter Chassis equipped with front swivel seats.

***Reason for this recall***

The front swivel-seat frame may damage the electric cables in the seat wiring harness. If this were to occur, the operation of the side airbag in the seat could be adversely affected. The side airbag could deploy inadvertently or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants.

***Recall Remedy***

An authorized Mercedes-Benz Sprinter dealer will inspect the wire harness routing for both front seats and will repair the wiring and add clips or cable ties as needed, free of charge. While the minimum repair time is approximately 2 hours, the Sprinter dealer can provide you with a better estimate of the overall time for your appointment.

***What we need you to do***

Please contact a Mercedes-Benz Sprinter dealer as soon as possible, to schedule an appointment for the Recall Remedy. To locate an authorized Sprinter Dealer see: [www.mbvans.com/sprinter/shopping-tools/find-a-dealer](http://www.mbvans.com/sprinter/shopping-tools/find-a-dealer). Please mention you are scheduling an appointment under Recall Campaign # 2020070011 and provide the 17-digit Vehicle Identification Numer (VIN) noted at the top of this notificaiton.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you take your recreational vehicle to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please contact our Customer Service Department at 800-517-9137. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact NHTSA. To submit a written complaint contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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, your safety is our most important priority.

Sincerely,  
Compliance Management



**Mercedes-Benz Sprinter Chassis – front swivel seat wiring  
20V-468 US      2020-367 CN**

Serial #	VIN #:
Name:	
Address:	
City	State      Zip
Home Phone:	Work Phone:
<i><b>Please complete this Form to report corrections/ changes to your contact information and/or owner status,</b></i>	

I no longer own/possess the vehicle for the following reason: <i>(Please mark appropriate line)</i>	➤ I Sold it: _____	Date of Sale/Trade: _____
	➤ I Traded it: _____	
	➤ Destroyed/Totaled: _____	
	➤ Stolen: _____	
	➤ Exported: _____	

Sold or Traded To:	
Name:	
Address:	
City, State & Zip	
Phone Number:	Email:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to Jayco Corp. Compliance  
Email to: [compliance@jayco.com](mailto:compliance@jayco.com). Thank you.