



IMPORTANT SAFETY RECALL

Safety Recall: March 2023
Jayco Inc. Recall # 23V-081
Mercedes-Benz Recall # 22V-796

«Name»
«Address»
«City», «State» «ZIP»

Dear Valued Dealer:

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

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz Sprinter vans and the Jayco motorized division, have determined that a defect, which relates to motor vehicle safety exists in certain Model Year (“MY”) 2019-2022 Mercedes-Benz Sprinter vehicles. This includes certain 2019-2023 Entegra Coach Launch, Launch LE, Qwest, Jayco Melbourne, Melbourne Prestige, Terrain, and Terrain LE motorhomes. Our records indicate that your vehicle is included in the affected population of vehicles.

Reason for this recall

A component of the vehicle’s park lock system might fatigue, which can cause the parking pawl not to engage and result in a vehicle rollaway. This may increase the risk of a crash. Mercedes-Benz reminds drivers to always follow the parking instructions in the vehicle’s operator’s manual, including setting the park brake.

Recall Remedy

An authorized Mercedes-Benz dealer will update the software of various control units (Direct Select Module, Electronic Ignition Switch Module, Electronic Stability Program Module, and Transmission Control Unit) on the affected vehicles, free of charge. The repair will take approximately 1 hour.

What we need you to do

Our records show the following unit is affected by this recall and is part of the current inventory at your dealership.

<<Serial Number>>

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate authorized dealers see <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to update the park lock function under Recall Campaign # 2022120008-22V2790611. You may be asked for the 17-Digit Vehicle Identification Number (VIN) which for your convenience is located above.

Federal law requires the Recall Remedy be completed on this unit **prior** to customer delivery. Please confirm the unit serial number requires the Recall Remedy using Unit Management in Jayco Partners.

If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit through Jayco Partners.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Should you have any questions, please contact your authorized Mercedes-Benz Sprinter dealer or the Jayco Customer Service Department at 800-283-8267.

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

Sincerely,

Compliance Management
Jayco Motorized Division