



## IMPORTANT SAFETY RECALL

Safety Recall: June 2023  
 Jayco Inc. Recall # 23V-390  
 Mercedes-Benz Recall # 23V-204

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 decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2019-2022 Mercedes-Benz Sprinter vehicles. This includes certain model year (“MY”) 2020-2021 Jayco Melbourne and Melbourne Prestige Class C motorhomes. Our records indicate that your vehicle is included in the affected population of vehicles.

### *Reason for this recall*

On certain Sprinter vehicles, the instrument cluster might fail to display upon vehicle start up. A blank instrument cluster will not show critical information such as speed, the fuel gauge, warning lights and warning messages, as well as acoustic warnings, increasing the risk of a crash.

### *Recall Remedy*

An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software on the affected vehicles. This could take approximately 30 minutes. This service will be provided free of charge.

### *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.

**VIN**

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 instrument cluster software under Recall Campaign # 2023040007. 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