



## IMPORTANT SAFETY RECALL

Safety Recall: August 2023  
Jayco Inc. Recall # 23V-486  
Mercedes-Benz Recall # 23V-100

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”) 2019-2020 Mercedes-Benz Sprinter vehicles. This includes certain model year (“MY”) 2020-2021 Entegra Coach Launch, Qwest, Jayco Melbourne, and Melbourne Prestige Class B and 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 fuse layout of the interior heating ventilation and air conditioning (HVAC) blower motor might not meet the requirements for prolonged operation at the highest blower setting. The interior blower motor circuit may be inadequate, which can allow the wiring harness to overheat. Consequently, a risk of fire during operation and a risk of injury cannot be ruled out.

### *Recall Remedy*

An authorized Mercedes-Benz sprinter dealer will relocate and replace the fuse and wiring harness. This could take approximately 1 hour. This service will be provided free of charge.

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

### VIN

### *What we need you to do*

If you had this Mercedes-Benz recall completed disregard this notice. 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 modify the interior blower motor fuse layout under Recall Campaign # 2023040008. You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located in the body of this letter.

**Attention: Until the recall is completed, to prevent the possibility of a fire, the front blower must only be operated in manual (not automatic) mode whenever the engine is on. Do not use the maximum blower or lowest/highest temperature settings.**

**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