



Safety Recall: March 2023 Jayco Inc. Recall # 23V-081 Mercedes-Benz Recall # 22V-796
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IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle «vin»

Name
Address
City, St. Zip

Dear Valued Customer:

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 vehicles 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***

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 your 17-Digit Vehicle Identification Number (VIN) which for your convenience is located at the top of this letter.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

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. For more information, contact an authorized Mercedes Benz Sprinter Dealer or you can contact Jayco Customer Service at 800-283-8267 for assistance.

Should you have any questions, please contact an authorized Mercedes-Benz Sprinter dealer or Jayco Customer Service at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your Mercedes Benz dealer and Jayco Customer Service, you may submit a complaint to 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>.

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

Sincerely,

Compliance Management
Jayco Motorized Division