



IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle «vin»

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

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 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.

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 at the top of the 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.**

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 already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. For more information, contact an authorized Mercedes Benz Sprinter Dealer or call Mercedes Benz at 1-800-367-6372.

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 Inc. Motorized Division