



Safety Recall:	December 2023
Jayco Inc. 23V-771	
Ford Motor Company 23V-510 (23C24)	

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.

Ford Motor Company and Jayco Inc. motorized division have decided that certain model year 2023-2024 Entegra Coach Emblem, Vision, Vision XL, Jayco Alante, Precept, Precept Prestige Class A motorhomes built on certain model year 2023 Ford F-53 chassis fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101, Controls and Displays, and (FMVSS) No. 105, Hydraulic and Electric Brake Systems.

Reason for this recall

Affected vehicles have a Smart Data Link Connector module that may have been exposed to moisture, potentially leading to corrosion in the module, connector and wire harness. The resulting corrosion may interfere with the vehicle’s Controller Area Network (CAN) communication. As a result, the Instrument Panel Cluster may be inoperative when installed by the vehicle upfitter or another vehicle modifier. An inoperative Instrument Panel Cluster does not provide safety-related information to the driver and increases the risk of a crash.

Recall Remedy

Ford Motor Company has authorized your dealer to replace the SDLC module and splice in the pigtail connector. If corrosion is present on the wires beyond the splicing point, which is approximately 30 cm pigtail length, the dealership will replace the entire wire harness. If the rubber cover for the SDLC connector is missing, it also will be replaced free of charge (parts and labor). The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we need you to do

Please call your Ford dealer without delay and request a service date for Recall 23C24. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible. **If you already had this Ford recall performed disregard this notice.**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used. You may be eligible for a refund of previously paid repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. Detailed information regarding eligibility for Ford’s reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-906-9811.

If you do not own the vehicle that corresponds to the identification number, which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days.

If you have questions about this recall contact the Ford Customer Relationship Center at 1-866-906-9811 or Jayco Inc. Customer Service at 1-800-283-8267. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or 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