



IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle

Safety Recall: Jayco Inc. 24V-158 Ford Motor Company 24V-102 (24S05)	April 2024
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Name
 Address
 City, St. Zip

Dear Valued Dealer:

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 a defect, which relates to motor vehicle safety, exists on certain model year 2024 Entegra Coach Condor, Expanse, Expanse LI, Jayco Granite Ridge and Soltice Class B and C motorhomes built on certain model year 2023-2024 Ford Transit vehicles.

Reason for this recall

On your vehicle, it may have an inadequate amount of lubricant in the rear axle, which is needed to properly coat the internal bearings. Insufficient lubricant may cause the bearings to overheat and fail. You may initially experience grinding noise, bearing whine, a burnt odor, fluid leaks, and/or vibration at various speeds from the rear of the vehicle. If the vehicle continues to be driven, rear wheel lock-up and possible driveshaft separation may occur, resulting in loss of vehicle control or loss of motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

Recall Remedy

Ford Motor Company has authorized your Ford dealer to inspect the rear axle and add lubricant free of charge (parts and labor). If the dealer inspection determines that the axle bearings or axle assembly need to be replaced, this recall will be considered incomplete until parts are available and a final repair is performed. This repair will be free of charge (parts and labor). The time needed for this inspection is less than one-half day. The time for part replacement will be less than one-half day once parts are available. However, due to service scheduling requirements, your Ford dealer may need your vehicle for a longer period of time.

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

Please call your Ford dealer without delay and request a service date for Recall 24S05. Provide the dealer with your VIN, which is printed in the body 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. Therefore, please have this recall performed as soon as possible. **If you already had this Ford recall performed disregard this notice.**

Federal law requires that all affected units in your inventory be repaired prior to delivery to a retail owner. If you sold an affected unit recently, please contact the owner immediately to advise the owner of the recall. In addition, please register the unit through Jayco Partners. A vehicle lessor receiving this notice must notify the lessee by first class mail within ten (10) days from receipt of this owner notification letter.

Information regarding this recall is available in "Case Recall Attachments" in Jayco Partners. If you have questions about this recall please contact Ford Customer Relationship Center at 1-866-906-9811. You may also contact Jayco Inc. Customer Service at 1-800-283-8267.

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

Sincerely,

Compliance Management
 Jayco Motorized Division