



IMPORTANT SAFETY RECALL
This Notice Applies to Your Recreational Vehicle

Safety Recall: Jayco Inc. 24V-212 Ford Motor Company 23V-598 (23S48)	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 2023-2024 Entegra Coach Expanse, Expanse LI, Jayco Solstice and Solstice LI Class B motorhomes built on certain model year 2022-2023 Ford Transit vehicles.

***Reason
 for this
 recall***

You may intermittently experience a rear camera blue or black image on the SYNC screen when the vehicle is placed in reverse. Once displayed, the rear camera blue or black image may persist for the remainder of the Ignition ON cycle. Once present, the issue is likely to reoccur on subsequent key cycles. The loss of the rear camera image, while in reverse, increases the risk of a crash.

***Recall
 Remedy***

Ford Motor Company has authorized your dealer to replace the rear view camera 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***

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 23S48. 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